Cisco Webex Migration Services

Keep Your Business Moving

Our expert Webex professionals are well-versed in best practices gained from years of experience working with thousands of end-users. Meet Me In The Cloud (MMITC) has successfully migrated hundreds of Webex platforms for higher education, K-12, state and local government, large and small businesses, and non-profit organizations.

A rollout of collaboration technologies requires planning for a successful outcome with minimal disruption to the business. A Webex migration plan includes change management, technology upgrades, decommissioning of old platforms and training for users, Webex Site Admins and your Help Desk. Migrations can take many forms: A customer may choose to migrate users from a third-party service, such as InterCall or Verizon, to gain the enhanced features of Webex integrated audio. Or a customer may want to move from a standalone Webex site to a site managed under Cisco Webex Control Hub.

MMITC helps companies migrate people and technology onto the unified Cisco collaboration platform. A commitment to detailed planning ensures an effortless technology transition, while a thorough communications plan and flexible training options enable people to quickly adopt the new platform.

Key Elements of MMITC Migration Plan

- **Technology Migration Plan**
- **Communications Plan**
- **Training Plan**
- **Testing Plan**
- **QA Plan**

Webex Meetings   Webex Teams

> *We could not have survived our customer's cutover without MMITC.*
>
> **Chris Wall, Account Executive**
> **ePlus Technology, Inc.**

Learn More
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Leave It To the Experts

Comprehensive Planning Prevents Surprises
Every MMITC Migration Plan includes a Technology Migration Plan, Communication Plan, Training Plan, as well as Testing and QA Plan. The Webex migration is automated extensively as we simplify the complexity of back-office processes. Our customers know what to expect during the implementation, communications, and training phases.

A thorough understanding of the change management process enables the MMITC team to create clear, well-timed and concise communications to inform users. Our philosophy of "over communicating" reinforces the value of the Webex platform. We carefully explain why the change is happening, what they need to do to prepare, and how this change will benefit them. This level of user acceptance

accelerates adoption, which translates into improved productivity and a rapid return on investment for the company. MMITC's comprehensive communications and training plans are the key to a seamless Webex Migration without disrupting daily operations.

White Glove Support & Training
Users require support and training when learning new business processes and technologies. MMITC delivers End User and Administrator training, demonstrations and Q&A sessions with a "high-touch" style that quickly addresses users questions and concerns.

Our extensive experience enables us to anticipate the reaction of people to the new system, and work with the management team to tailor materials for specific user scenarios.

When training users accustomed to a different collaboration solution, we customize the material to answer questions they will have.

Strategic Plans
MMITC experts work hand-in-hand with each customer to create a migration plan that optimizes Webex with aligned resources, a timeline, milestones and deliverables. When part of a larger overall collaboration plan, the rollout may be conducted in phases to accommodate other video and integration initiatives.

Flexible Training
Effective training drives adoption. To accommodate the variety of learning styles, training is available onsite or remote, with live instructor interaction or pre-recordings.

Microlearning Libraries are recorded training modules created throughout the adoption engagement to provide an additional layer of customized training to the customer.

Microlearning Libraries are subscription-based and meant to supplement formal classes.

We can create a plan to the precise requirements of each customer and monitor usage to identify areas for improvement, however at the center of every successful Webex adoption engagement is a committed management team. True leadership and the right tools are essential for organizational transformation. We believe in the extreme value of Webex Collaboration solutions and are dedicated to helping other organizations benefit from the operational advantages of using Webex.

Learn how you can help your company manage the migration.