

Infrastructure Migration

Business Challenge

Financially and operationally, it makes sense to migrate to newer, more versatile, feature-rich, and cost-effective applications and operating systems – especially if support for your current environment is going away. As operating systems and applications evolve and provide new functions and features that address specific computing and user needs, it becomes more favourable to migrate from older or proprietary systems. Migration also results in improved interoperability, reliability and manageability. Conducting an enterprise-wide migration, however, often results in many months of manual work and numerous disruptions to the flow-of-business.

TrekLogic provides a comprehensive suite of migration service offerings to transition clients' current infrastructure to a new platform. Our ability to efficiently migrate customers' IT infrastructures stems from the use of best practices, processes, methodologies and tools established and refined over many years of successful experience delivering migration projects. Our proven, cost-effective migration processes are designed to reduce risk, cost and time across the entire migration life cycle including assessment and analysis, implementation, QA testing, technical transfer, production deployment and post-migration support.

Typical migration customers are:

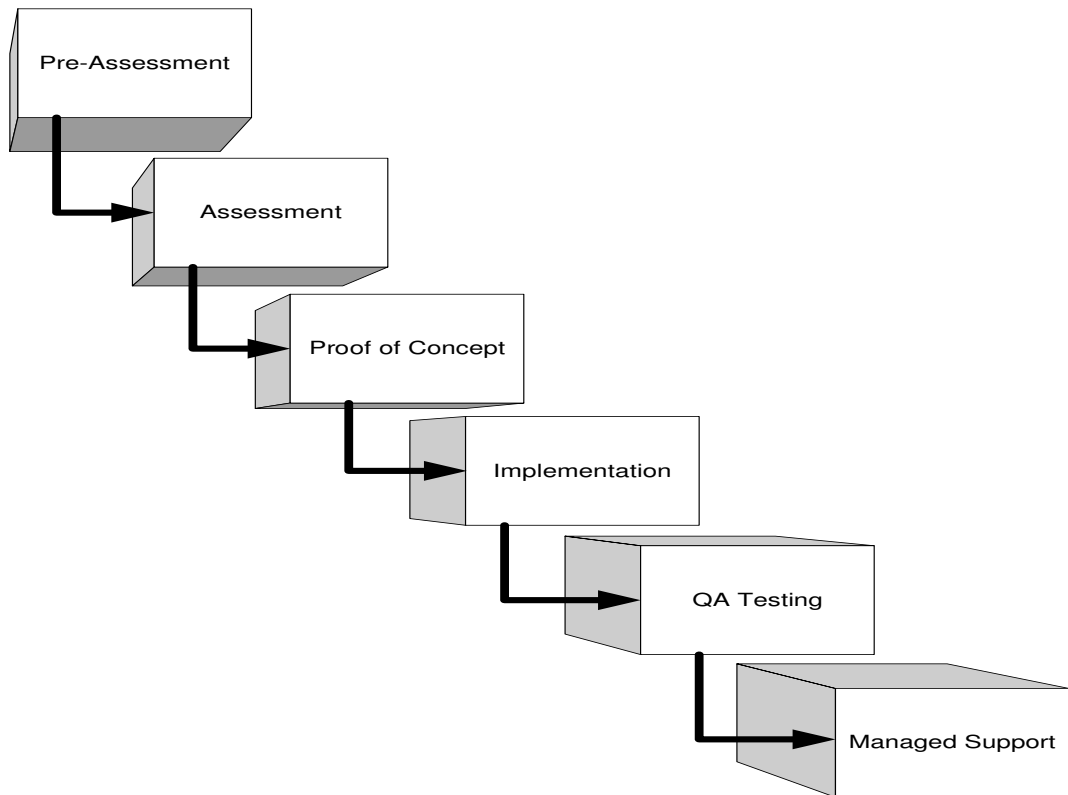
- Companies wishing to upgrade their servers to a newer version of an existing OS. The motivation here is to take advantage of new features in later OS versions or to maintain a supported version of the OS.
- Companies wishing to replace existing platforms, or expand their infrastructure, using servers from a different vendor.

TrekLogic's migration services portfolio includes:

- Upgrade existing infrastructure from earlier operating systems to current operating environments
- Migrate existing infrastructure from competitive platforms including:
 - Sun Solaris
 - HP-UX
 - Tru64
 - HP3000
 - MPE/iX
 - IBM AIX
 - IBM AS400
 - IBM SCO-UNIX
 - Dynix/PTX (IBM - Sequent/Numa-Q)
 - SGI IRIX
 - Data General DG-UX
 - Open VMS
 - IBM MVS
 - IBM VM and 390

- Linux
- NCR UNIX
- SUN SUNOS
- Sequent
- Tandem
- Microsoft Windows
- Mainframe rehosting

TrekLogic's Infrastructure Migration Service Offerings



Infrastructure Migration Pre-Assessment Service

Service Overview

The Pre-Assessment Service comprises a high level analysis and initial feasibility study of the customer architecture, dependencies and environment, and provides a budgetary scope for the migration of the customer's infrastructure to the target operating system.

The Pre-Assessment Service is a fixed scope, fixed duration service at no cost to the customer.

Benefits

- Provides a high-level assessment of your IT environment – allows informed decisions to be made.

- Presents a non-partisan overview of your readiness for migration.
- Identifies major risk areas at the earliest possible stage.
- No charge – the Pre-Assessment Service is free of charge.
- No risk – the Pre-Assessment Service is performed with no customer obligations.

Infrastructure Migration Readiness Assessment Service

Service Overview

TrekLogic can help by initially conducting an assessment that determines obstacles to performing a migration, strategies for moving forward and the potential return-on-investment by migrating.

Drawing from many years of experience, TrekLogic consultants utilize proven methodology and project management expertise to provide an efficient and effective readiness assessment in a timely manner. The Assessment Service includes an in-depth examination of the current infrastructure in order to provide a migration plan and detailed proposal for the migration to the target infrastructure.

Through a combination of tools-based and consultative discovery and analysis, TrekLogic provides clients with a detailed report that assesses risks and client impact recommendations related to a migration. Also provided is a sample migration architecture that is based on initial performance analysis and capacity modeling of a specific enterprise service and an assessment of financial impact including a migration cost analysis. An Infrastructure Migration Readiness Assessment generally consists of the following stages:

- **Identify Baseline** – Clearly state the vision and objectives for migration. Provide a baseline of your current environment, including server hardware, installed software, WAN/LAN and domain topology and security. Develop risk and mitigation plans associated with the migration.
- **Design a Migration Platform** – Document your business and technical drivers; perform (where appropriate) a comprehensive architecture design; provide operational recommendations for managing your new environment including backup and recovery, security and administration; establish management tools standards.
- **Prepare and Plan for Migration** – Establish a migration strategy; validate sizing and performance assumptions; integrate your migration plans with your support teams; document the final migration plan; confirm your plan through pilots and proofs-of-concept.

The Assessment Service is a fixed price, fixed duration service depending upon the complexity of the customer's environment and any relevant software dependencies.

Benefits

- Provides a thorough assessment of the IT environment.
- Presents a non-partisan view of your technical, operational and organizational readiness for migrating.
- Provides baseline comprehensive inventory - includes a complete account of your current IT infrastructure.
- Enables rapid implementation - prepares you to move forward confidently with an optimized design for migration.

- Reduces risks - highly skilled consultants mitigate risks by utilizing best practices and outlining the challenges that could occur and strategies for avoiding them.
- Lowers cost of migration - leveraging our wealth of experience, engagements are accurately scoped and staffed, which helps drive down costs and risk, and decrease time to delivery.

Infrastructure Migration Proof-of-Concept Service

A popular follow-up to the Migration Assessment Service is the Proof of Concept (PoC) service. The PoC is a subset of the Migration Implementation service, with a reduced scope and duration.

Service Overview

The PoC will follow all of the same tasks and activities of the Implementation Service with a representative subset of the full migration. The main objective of the PoC is to focus on the identified areas of risk, empirically test the recommended approaches and to prove that the full migration can be completed successfully. In this way, the major potential migration risks identified during the Assessment can be addressed in a controlled environment and the optimum solution selected and proved.

The service targets the areas of issue and risk, proves that the optimal resolution methods have been selected, and provides a “recipe” to be applied during the full migration project.

Benefits

- Enables rapid implementation - prepares you to move forward confidently with an optimized design for migration.
- Reduces risks – by practically demonstrating the success of the mitigation strategy.
- Lowers cost of migration – reduces the impact of problems by addressing the issues in a controlled environment.

Infrastructure Migration Implementation Service

This service focuses on implementing the infrastructure migration following the approach and methodology defined during the Assessment and/or Proof of Concept stage.

Service Overview

The Implementation Service migrates the customer infrastructure to the target operating environment, resulting in an environment that is ready for hand-over for QA test, followed by production deployment. The deployment is managed using tools-based methodologies to mitigate risk and increase efficiency, and utilizes proven communications, metrics management and delivery methodologies.

Benefits

- Building on the Assessment and/or Proof of Concept service, implements the migration following a well defined strategy.
- Leverages proven methodologies and techniques to reduce risk.
- Technical transfer – Through a detailed technical report documenting all installation and configuration changes, the necessary information is transferred to the technical staff that will be responsible for maintaining and supporting the target environment.

Infrastructure Migration QA Testing Service

Service Overview

The QA Testing Service is offered as a follow-on step to the Migration Implementation Service. The purpose of performing a formal test service is to provide objective evidence that the pre-defined set of test objectives is verified and the customer test requirements are validated on the target operational environment.

The QA Testing Service uses an eight-stage milestone approach to complete the Migration Test activities. It starts with planning and documenting the Verification and Validation (V&V) strategy, and concludes with a Migration Test V&V Report:

- Plan and document V&V strategy.
- Setup and maintain a target testbed and test tools.
- Schedule and train testbed maintainers on the testbed and test tools.
- Write or rework any required test scripts or test procedures.
- Execute tests and analyze test results per build.
- Build reporting for test results, defect summaries and bug verifications.
- Complete a V&V report.
- Conduct Go/No-Go review.

Benefits

- Provides objective evidence of the success of the migration.
- Validates the readiness for production roll-out.
- Documented baseline verification suite.

Infrastructure Migration Managed Support Service

Service Overview

The Managed Administration and Support Services provide ongoing system administration and maintenance activities to manage the health of your servers following production deployment of the migrated systems. Governed by a rigorous Service Level Agreement, TrekLogic will carry out routine maintenance duties to ensure that all servers and OS software are available and operating correctly, including operating system upgrades and patches when new versions become available. TrekLogic will set up and configure service packs and manage user accounts. Beyond the routine maintenance activities, the TrekLogic Call Centre will be available up to 24/7 to provide on-call support.

Offered as a range of optional services selected to meet specific business needs, the service can provide complete coverage to give total peace of mind, supplemented by a set of automated tools including proactive and predictive server monitoring, online call logging and monitoring, secure remote access facilities and rigorous support processes.

Benefits

- Professional System administration without additional staff.
- Documented incident reporting and change control.

- Sophisticated problem escalation.
- 7/24 system monitoring from our Network Operations Center (optional).
- Proactive event detection and remote diagnostics allow faster problem detection and resolution.
- Monthly report of all activities, including requests, changes, and incidents.
- Client system status views via TrekLogic portal, including archived reports.