

Our Proven Migration Process

There are many challenges that come with the process of migration. In order to minimize the pain points (downtime, data loss, etc.) Oasis has created a unique workflow that addresses these challenges head on. Each step in our seamless process is detailed below.



Scope

Our teams will collaborate to determine the infrastructure, software, and support requirements. Key decisions will be made regarding backups and redundancy, performance requirements, disaster recovery plans, and application/software selection. We will also discuss support availability and training at this time.



Design

We design a system and collaborate with your team to finalize the approach. Our IT team will create the required infrastructure: deploying servers, configuring resources, implementing policy, and training our team on the best practices unique to your organization.



Test

You will identify a small workspace in your existing environment to use as a “smoke test.” Potential roadblocks such as version compatibility and plug-in support are identified at this time. Additionally, we will gather statistics such as file transfer speed to better inform the migration plan.



Plan

We help you classify all eligible workspaces by size and client sensitivity to develop a prioritized migration plan. An Oasis senior project manager will “own” the migration, including assignments and timelines. Most migrations take between 2 - 6 weeks but will vary based on your data and needs.



Move

Workspaces are “archived” using Relativity’s ARM tool, transferred to the Oasis environment via Media Shuttle™ (or physical hard drive), and restored on our end. We take every measure possible to limit downtime for end users by making the most of nights and weekends.



Inform

Client communication, including redirecting users to the Oasis URL (www.myrelativity.com), is the responsibility of your team.



Billing

Hosting fees associated with your data will commence on the first month of “live” hosting. This allows for an entire month to migrate, test, and prepare for the switchover. This is designed to ease the pressure on the transfer and avoid the expensive scenario of double-billing from your previous vendor.

Migration FAQ

How long will databases be offline?

Downtime is an inevitable part of any migration. However, the amount of downtime depends on the size of the database. By working together, we can minimize the impact of downtime on your business by planning a full or rolling migration suited to your schedule utilizing nights and weekends, and “pre-migrating” as much as possible. Some downtime is necessary, but we guarantee none of it will be unexpected.

How can I trust your process?

Through our experience with many migrations of varying complexity, we’ve been able to refine and perfect our process over time. Our repeatable workflow has been used time and time again for multiple partners including international and Fortune 500 companies, some with over 500 TB of data. We’ve also experienced it firsthand when migrating from one data center to another.

How long will it take?

Many factors affect the length of time migration can take. It also depends on your organization's preferences for scheduling downtime. Initially, we will run a custom script that provides insight into the scope of your migration. Generally, it can last between two to six weeks.

How will we know the status of our migration?

Migration is a collaborative process. We will work closely with your team, appointing an Oasis expert to oversee your migration from start to finish. We will guide you through each phase, its implications, and any responsibilities you may have during that time.

What level of control will we have in the new environment?

You have the level of control you desire. We manage all or some of your environment, at your discretion. Your team can be “hands off” or given SQL access. You will always have full control over the size and specifications of your dedicated resources, users, and groups.

Will our data be protected?

Whether you transfer data using Media Shuttle or a physical hard drive, your data will be encrypted at rest and in transit. Oasis upholds some of the most stringent privacy standards, like ISO 27017 and 27018, among others, to ensure virtual and physical protection of your data.