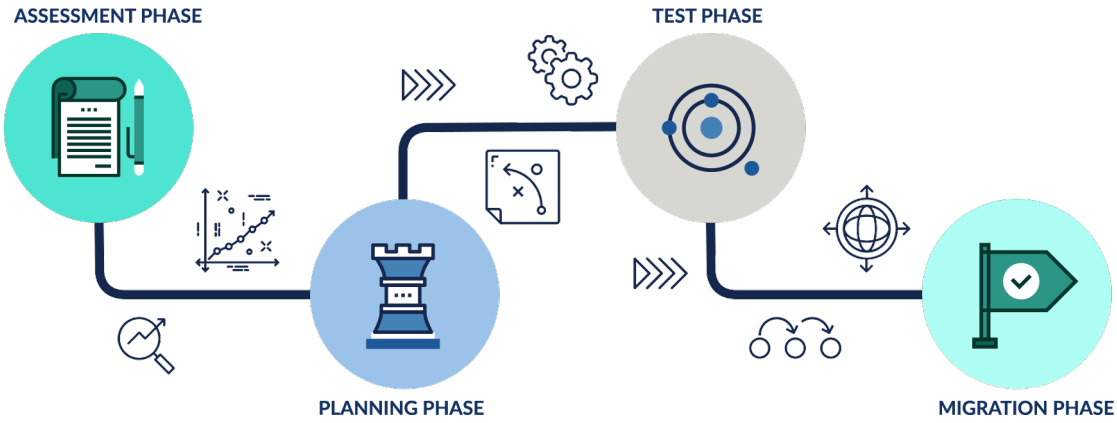
HIPAA CLOUD FAX ONBOARDING

A BRIEF OVERVIEW OF THE MIGRATION PROCESS

Give me six hours to chop down a tree and I will spend the first four sharpening the ax. *- Abraham Lincoln*

IT Departments are naturally cautious when it comes to migrating mission critical functions to a new platform. The number one reason most systems are not upgraded is due to the natural inclination to stick with something they know over something they don't know regardless of the effectiveness or cost savings.



We understand fax systems cannot be down and moving from a legacy or fax server architecture to a cloud based platform has its own unique challenges. We take an obsessive detailed-oriented approach to your fax migration that eliminates the uncertainties and checks all the boxes.

We will guide you through this migration. We are your partner in success.

WestFax

MIGRATION PHASES

ASSESSMENT PHASE

Survey current fax ecosystem and processes.
Review all technology stacks, platforms and systems. Determine key stakeholders and operational partners.

Dependencies and constraints.
Map out and identify current processes and identify potential obstacles to smooth migration.

Establish goals and measurable metrics.
The key to a successful deployment is creating accurate and measurable metrics and benchmarks for success.

PLANNING PHASE

Creation of a project plan and roadmap.
From the initial phase to the finish line. The plan will encompass all key metrics and establish guidelines for movement to the next phase. Nothing is left to chance or circumstance.

Transformation mapping of all fax assets and processes.
To ensure success all processes and workflows must be understood and mapped to the equivalent replacement processes. Having a solid grasp on all edge cases as well as common automations are essential for a successful migration. All points of failure must be identified.

Pricing and budget review.
You are choosing WestFax for many reasons. Budget being one of them. Before a project can commence the budget and cost must be determined. We can work within your budget and offer flexible terms and conditions.

TEST PHASE

Test Scope and goals
Based on the assessment and planning phase we'll draw up an ideal test scenario utilizing real fax transmission and define a goal that meets all expectations. This test phase will be monitored for key metrics and customer participation is key in the overall success of the migration.

Test assessment and evaluation
As a team we evaluate the test scenario and identify and bottlenecks, workflow issues and optimizations. This is where the planning pays off. We identify any process improvements and adjust the project plan accordingly. We repeat the test and assessment until key stakeholders are confident in the architecture and ready for migration

MIGRATION PHASE

Pre-launch
Working with your team we identify the migration window and create a migration plan. We schedule key resources and ensure that your team is comfortable with the deployment timeline. We create key benchmarks and rollback contingencies if any unforeseen variables should arise.

Deployment
This is when the actual deployment takes place. Whether virtual or on-site we are driven by the migration plan. Collaboration and communication are the keys to victory.

Post-Launch: Monitor and assess
After successful migration we will be available as needed to tweak processes and identify any areas of improvement. Weekly post-launch meetings is key to a successful integration.