ZINSTALL

Case Study

USAN

USAN, a leading cloud and hybrid customer engagement service provider, is using Zinstall WinServ to save hundreds of hours on its server migration projects.

About

USAN helps companies profitably engage customers and deliver amazing omnichannel experiences with the industry's best cloud and hybrid customer engagement solutions. USAN is a Select Consulting Partner, Service Delivery Partner, and Technology Partner in the Amazon Web Services (AWS) Partner Network (APN), offering design, integration, and implementation services for successful cloud contact center deployments. With years of AWS experience, as a partner and a customer, USAN has a proven methodology for deploying effective and impactful Amazon Connect solutions.

With 200+ employees across multiple locations, and customers such as Kaiser Permanente, Morgan Stanley and DirecTV, USAN delivers the highest availability in the industry, with proven scalability to support the largest enterprises.

The Challenge

As part of its ongoing commitment to delivering enterprise grade, high availability solutions to its customer, USAN had to upgrade a multitude of servers. This included hardware upgrades (physical to physical), platform upgrades (physical to Hyper-V), and OS upgrades, with some of the servers running older Windows versions – some as old as Server 2003. To remain up-to-date and compliant, new servers had to be at least Server 2012, and preferably Server 2019.

The servers were running a wide variety of tasks – from lab servers, to audio processing, to mission critical high-availability application servers.

At first, USAN IT staff have performed these migrations manually. Unfortunately, this turned out to require hundreds of hours of painstaking work. Some servers were so complex, that redeveloping the application stack running on them was considered easier than migrating the existing stack to a different platform. With manual migration determined to be not feasible, USAN decided to consider alternative migrations options.

Why Zinstall?

After a examining several possible products, USAN engineers decided to use Zinstall WinServ for their server migration needs. Key benefit of WinServ for USAN was the ability to migrate a wide variety of applications (including custom software, applications developed in-house, and software that is no longer in active development or support).

Another critical benefit was the ability to preserve an entire application stack intact when moving to a different OS and hardware platform (including application features, integrations and permissions), since a large number of migrations required cross-OS migration, such as 2012 to 2019, and even 2003 to 2019.

"One of our senior Windows engineers has used Zinstall and said it felt like magic. Hearing that, I decided to try it myself, on a highly equipped home lab machine – and Zinstall migrated it, with hundreds of different applications. I have experienced the same thing as our engineer."

Robert "Rocky" Livingston
CIO and Senior Vice President of Operations, USAN

The Solution

Using Zinstall WinServ, USAN IT staff are able to perform their server migrations automatically, across the board.

The product covers USAN needs regardless of server version or hardware type, simplifying planning and reducing migration prep times.
The same process works both for physical and for virtual servers.
Since the product migrates applications, settings, profiles, shares, permissions and data natively and automatically, the amount of manual work before and after the migration is reduced to bare minimum, allowing IT staff to complete new server deployments on time and on budget.

USAN enjoys direct access to Zinstall Migration specialists for any support or best practices questions, further streamlining the process.
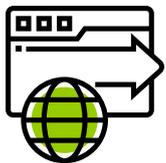
The Result

Adopting Zinstall WinServ has fundamentally changed the way USAN handles its server upgrades, migrations and deployments.

With migrations automated by WinServ, USAN engineers are able to complete migrations quickly and efficiently – saving, by USAN estimate, dozens or even hundreds of hours per migration.

In one extreme example, USAN IT staff had to migrate a 2003 server running a legacy fault tolerance application, that has originally been developed for Windows 2000. Despite low hopes of that application being compatible with a newer OS, IT staff were able to successfully use WinServ to migrate the server to Windows 2012, and to keep using the mission critical application – avoiding a costly redevelopment project.

"We are totally happy with Zinstall results, and are impressed with the way it goes about migrating applications – even on obscure legacy servers. By our estimate, this is saving us from dozens to hundreds of hours per server."

Robert "Rocky" Livingston
CIO and Senior Vice President of Operations, USAN

Going forward

As part of its ongoing commitment to ensuring the highest availability levels in the industry, USAN IT leadership is now introducing the Zinstall FullBack backup product into its environment – for an always-on, automatic backup of servers and workstations to Amazon S3. A complete backup of the system, FullBack allows recovery of not just all files, shares and data, but also applications, profiles, settings and databases: a complete server backup and recovery.