Migration Accelerator: The simplest way to migrate to RingCentral

Mitel and RingCentral have partnered to create a cloud migration process specifically for Mitel on-premise customers, providing an easier, faster, and more effortless path to the cloud than any other vendor can offer. Dedicated RingCentral teams make sure that this transition from Mitel's on-premise PBX to RingCentral MVP (message, video, phone) solution is seamless, disruption-free, and fully supported, every step of the way.

Migrations do not have to be complex

Mitel recommends RingCentral as the exclusive public cloud provider for its customers because of its superior functionalities, flexibility, and scalability. Together, we understand that migrations can be complex and lengthy, but we are here to ensure that Mitel customers have a smooth and easy transition to RingCentral MVP.

Mitel and RingCentral teams have curated an accommodating migration experience that is hassle-free for both customers and partners, fast (think hours, not days), accurate, and with minimal service disruption. The Migration Accelerator will take the guesswork out of understanding current Mitel on-premise infrastructure, providing the necessary user profiles, device configurations and calls flows – optimized for RingCentral MVP.

How does the Migration Accelerator work?

Migration Accelerator, an exclusive offering from this strategic partnership, significantly reduces the time required to migrate from Mitel PBX infrastructure to RingCentral MVP. This tool will discover user details, auto-create migration reports, enhance the data, and smoothly provision it within the RingCentral MVP solution. This results in a speedier migration with minimal dependency on your IT resources. No other migration approach ensures the highest level of consistency between your current Mitel system and RingCentral MVP.

Benefits of Migration Accelerator

Purpose built platform by RingCentral and Mitel to migrate to cloud

Based on real-world customer migrations and deep engineering collaboration

Secure and non-invasive approach that does not require giving access to 3rd party vendors

API based approach that provides the highest accuracy of data migration

The 4 easy steps to migrate from Mitel to RingCentral MVP

1. Audit
Auto-discover Mitel PBX configuration details

2. Capture
Generate high-level report for customer and detailed report for RingCentral PS

3. Enhance
Enhance each user and device data to align with the customer needs

4. Provision
Automatic provisioning into RingCentral MVP

1. Audit

Owning a Mitel communication system does not mean you fully understand all of its intricacies. The first step is to audit your existing Mitel infrastructure so that so that RingCentral MVP can be configured properly. This can take days or potentially weeks' worth of effort to manually consolidate this information. However, with the auto-discovery feature of Migration Accelerator, there is minimal reliance on your IT team or Mitel/RingCentral engineering team. Performing an audit can auto-discover all configuration details and reduce typical auditing time to just 1 hour for every 1000 users.

Auto Discover	
	• List of users and configurations
	• Call Flow Settings
	• List of Mac addresses for 6800/6900 phones*
	• Phone numbers to be transferred
	• Dial plans, hunt, and trunk group settings
	• Handset types, Key press programming

2. Capture

Post Audit, Migration Accelerator will auto-create 2 distinct reports.

- **High level migration report (HLD)** - This report is intended to be leveraged by the customer for migration planning and identifying potential issues that could create any hassles throughout the transition process. Even in situations without engagement from RingCentral professional services, customers can use this report or work with their partner to plan the next steps in the migration.

- **Low level migration report (LLD)** - This report provides detailed configuration of the existing Mitel system, saving customers time and effort on data gathering. The data captured includes, but is not limited to:

  — User and device records

  — Hunt/Pickup/ring/ACD/Paging Groups

  — Schedules

  — Auto Attendants

  — Call Flows

- This report is intended to be leveraged by RingCentral Professional Services to save time on planning and design (P&D) phase for both parties, but still have this stage to allow enhancement and changes to the user configuration (if required).

3. Enhance

Once the detailed data is auto-discovered from the PBX systems and captured into an LLD report, it is then reviewed during the P&D process with professional services. As they work closely with both the customer and partner to understand business requirements and reflect those changes in the existing configuration and reporting, the professional services team would curate an elaborate LLD report that could be seamlessly integrated for auto provisioning.

4. Provision

Migration Accelerator has access to RingCentral APIs and in-depth SQL Schemas to automate the creation of users, accounts, and personalizations. The team would also use post capture and enhancements capabilities to build user accounts into the RingCentral MVP solution. All of these efforts would result in a speedier deployment, reduced downtime, and a preserved user experience.

One key thing to remember is that the Mitel 6800 and 6900 handsets are certified with RingCentral MVP, and the migration accelerator will provision existing Mitel phones. The benefit of users being able to continue using Mitel phones helps preserve their phone experience and enjoy faster deployment via zero-touch provisioning. This is unlike other cloud solution competitors that will require the replacement of your existing Mitel handsets, resulting in inconveniently delayed migration schedules.
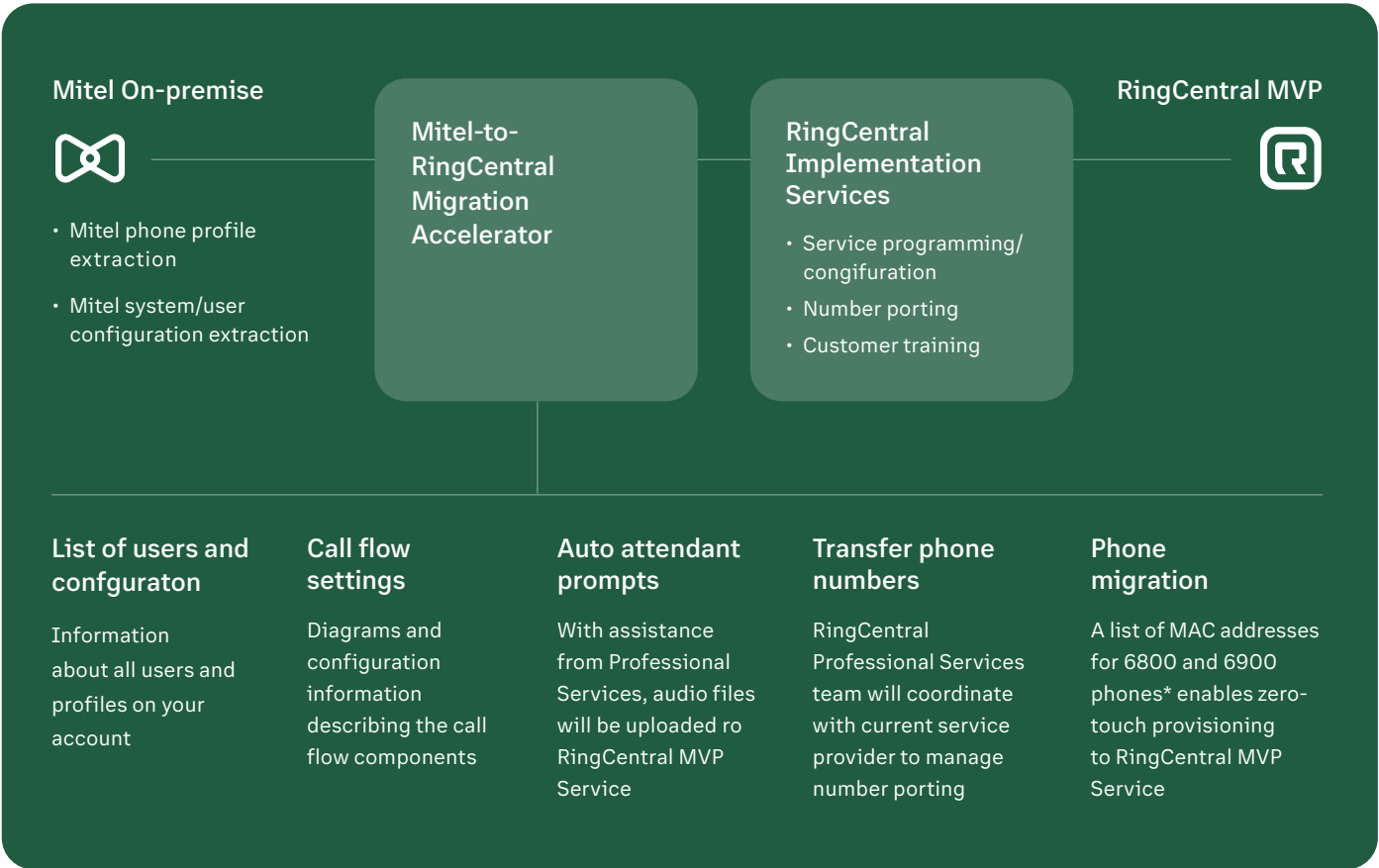
Learn more about Zero Touch Provisioning here.

Migration Approach

To ensure your upgrade experience is as smooth as possible, the RingCentral Professional Services team will work very closely with you throughout the process. Below illustrates the Mitel to RingCentral Migration experience.

Migration Service Experience

Mitel On-premise

- Mitel phone profile extraction
- Mitel system/user configuration extraction

Mitel-to-RingCentral Migration Accelerator

RingCentral Implementation Services

- Service programming/congifuration
- Number porting
- Customer training

RingCentral MVP

List of users and confguraton	Call flow settings	Auto attendant prompts	Transfer phone numbers	Phone migration
Information about all users and profiles on your account	Diagrams and configuration information describing the call flow components	With assistance from Professional Services, audio files will be uploaded ro RingCentral MVP Service	RingCentral Professional Services team will coordinate with current service provider to manage number porting	A list of MAC addresses for 6800 and 6900 phones* enables zero-touch provisioning to RingCentral MVP Service

1. Basic Service

Businesses moving less than 100 users and that meet certain other conditions can take advantage of the self-service audit capability to move data from their Mitel on-premise system to RingCentral MVP. You will be able to effortlessly audit your existing infrastructure using Migration Accelerator. At the end of this analysis, Migration Accelerator will create a high level migration report.

At this point you are responsible for merging and transforming the data to feed into RingCentral MVP for automatic provisioning. Currently, in the early access program, the self-service migration capability is available at no cost* by request to the professional services.

2. Full Service

 Organizations that want to be completely hands off with their migration, can also opt for the full service migration. This is well suited for customers migrating a large set of users, that include complex configuration across multiple physical sites, and teams that have limited resources to plan and manage the project. The full-service option is only offered through a paid engagement with RingCentral Professional Services. This dedicated team has successfully completed hundreds of Mitel to RingCentral MVP migrations and captured those learnings in a set of cloud migration best practices available to customers and partners.

Below illustrates the comparison between self-service approach and RingCentral Professional Services Engagement Model to help customers make the right decision.

Mitel to RingCentral Migration Accelerator	Basic service	Full Service
Ideal Customer profile	• Single site migrations • < 100 users	• Multi site migrations • > 100 users • Teams with limited resources to plan and manage the project
Auto discover list of users and configuration	●	●
Auto discover Call Flow Settings	●	●
Auto discover MAC addresses for Phone Migration	●	●
High Level migration report with audit information & potential pre-migration issues	●	●
Low level migration report with audit information ready for enhancement	○	●
Transfer Phone numbers Assistance	○	●
Enhance and Provision	○	●
Dedicated Project Manager	○	●
Network Assessment	○	●

For more details on RC Professional services offering, refer to this [data sheet](#).

Conclusion

Mitel and RingCentral are working together to simplify migration to RingCentral MVP. Migration accelerator and Mitel device integration enables an upgrade experience that delivers significant time and cost savings.

Take advantage of Mitel's partnership with RingCentral and upgrade to RingCentral MVP. You have the commitment and support of Mitel and RingCentral for a unique migration experience that will save you time, money, and have you up and running quickly. Learn more here about how customers can benefit from this strategic partnership or connect with your Mitel partner!

Click here to learn more about why Mitel customers are moving to RingCentral MVP.

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