



# Remedy Migration

Maintaining critical applications on supported versions of the Remedy platform is essential to the health of your business systems.

The KOAN-IT team has been successfully migrating clients since Remedy version 2.

KOAN-IT has established an enviable reputation of quality on-time / on-budget delivery.



## Migration Challenges

Modernizing legacy software systems is a complex engineering problem that includes most aspects of traditional software development with more constraints. Such migration efforts often present a complex set of issues that typically include user interface compatibility, database compatibility, transition support, system interface compatibility, and training.

Upgrades of Remedy Action Request System based applications present their own unique set of migration challenges stemming from the degree of customization possible and typically implemented in customer environments. Each Remedy system upgrade must be focused at understanding what is custom-code/data and what is standard out of box functionality. KOAN-IT specializes in the following types of Remedy Action Request System™ upgrades:

- Migrating from one version of the Action Request System to a newer release;
- Migrating a Remedy ITSM application such as Remedy Helpdesk, from an older version to a more recent release;
- Migrating completely custom Remedy applications;
- Moving Remedy applications from one hardware/software platform to a different platform;
- Combinations of the above listed options.

## Best Practice Approach

Although each Remedy ARS system migration is unique, KOAN-IT has developed migration templates based on successful projects that reduce the effort and risk with upgrades for new customers. Using these templates, KOAN-IT builds a tailored "migration solution" to fit your specific needs. By following these best practice templates and worksheets, as well as a proven best practice Remedy Migration process, KOAN-IT ensures success.

As a first step to all migration efforts, an analysis is performed. Some of the primary items KOAN-IT assesses are:

- Existing system functionality report;
- Customizations to any Out Of Box applications;
- System compatibility for migration path selection.

Testing is a key area when performing any type of migration. KOAN-IT engages in the following types of quality assurance prior to implementation:

- Security Testing;
- Data Integrity Testing;
- Functional Testing;
- User Acceptance Testing.

# Remedy Migration continued...

Recent versions of Remedy have significantly improved the Web interface and reporting capabilities through Crystal Reports.

**KOAN-IT Corp.**

329 March Road,  
Suite 108  
**Ottawa, ON**  
K2K 2E1  
t: (613) 591-9131  
f: (613) 591-2640

1010 Sherbrooke O.,  
bureau 1800  
**Montréal, QC**  
H3A 2R7  
t: (514) 847-1334  
f: (514) 286-6078

4950 Yonge Street,  
Suite 2200  
**Toronto, ON**  
M2N 6K1  
t: (416) 218-5542  
f: (416) 221-4668

sales@koan-it.com

## Experience

Experience drives learning and provides the field-level knowledge to all the difference in any migration. KOAN-IT has found that its many migration projects have led to a much higher degree of predictability, which allows us to avoid both common and uncommon pitfalls. The KOAN-IT team has been creating, maintaining and migrating Remedy solutions for 10 years.

## Flexible Delivery Models

Migration projects can be delivered on a fixed price or per diem basis and can be customized to take into account client specific needs and release and change management processes. As well, flexible delivery and project team models using both KOAN-IT and customer team members can be constructed.

## Conclusion

A practical and proven migration plan helps ensure that an organization can successfully transition an active user community from a legacy system to its replacement. These plans must address the deployment and transition issues associated with migrating to a new system and phasing out an existing system.

At KOAN-IT we have successfully been helping customers migrate their Remedy Action Request System application suites for over 10 years –

*Let our experience be your guide!*