TekVizion Migration Service for Webex

Service Data Sheet | Wholesale Motion | For Cisco Partners

1. Service Overview

In this data sheet, "you" and "Partner" refer to the Cisco partner (service provider or reseller), "your customer" refers to the enterprise being migrated and Webex refers to "Webex by Cisco".

TekVizion Migration Service for Webex helps Cisco partners move customers to Webex Calling through the Wholesale ordering motion. Migration Assistance moves a BroadWorks, BroadCloud, or Webex for BroadWorks estate in coordinated windows. Standard extends that reach to CUCM, HCS, and any other PBX, so a single engagement can carry an entire base together with the individual enterprises that sit outside it. The service delivers the same end-to-end migration process and coverage that partners know from Webex Setup Assist, while leveraging TekVizion's experienced engineers to guide and support each migration. This document outlines the service coverage, supported migration scenarios, roles and responsibilities, and applicable service levels, so both parties have a clear understanding of what is included and how TekVizion and the Partner work together to deliver a successful migration.

2. Key Benefits

- **A familiar experience.** The same packages, delivery process, and coverage partners know from Webex Setup Assist, delivered by TekVizion's experienced migration engineers.
- **Low-footprint discovery.** On BroadWorks-family migrations the Partner runs the Wholesale tooling on the source platform and provides the extract to TekVizion, so no additional appliance is required inside the Partner's environment.
- **Simple, repeatable ordering.** Migrations can be ordered without a statement of work, keeping engagement fast, repeatable, and predictable. Add-ons or other integrations require scoping.
- **Wide source coverage.** BroadWorks, BroadCloud, and Webex for BroadWorks under Migration Assistance; those platforms plus CUCM, HCS, and any other PBX under Standard.
- **Non-disruptive assessment.** The initial assessment of the customer environment is non-disruptive and can run in parallel with a deal still in flight.
- **Global delivery.** Services are delivered remotely, worldwide. English is the standard delivery language, and other languages may be available on request, subject to feasibility. Documentation is provided in English.

3. Choose the Right Migration Services Engagement

Dimension	Standard	Migration Assistance
Migration Approach	Supports big-bang or phased migration approaches	Supports migration windows ranging from 10 to 1,000+ locations
Best suited for	Complex migration scenarios or advanced feature requirements; deployments of any size or location count	Partners migrating all customers from their BroadWorks, BroadCloud, or Webex for BroadWorks environment to Webex Calling
Engagement model	TekVizion works directly with both the Partner and the Customer throughout the migration lifecycle	TekVizion works directly with the Partner only; the Partner owns all customer-facing communications and engagement activities
Manual configuration	TekVizion supports both automated migration activities and required manual configuration tasks within the agreed coverage	Configuration of features and services not supported by Wholesale tooling remains the Partner's responsibility. If TekVizion support is preferred for manual configuration of features, the engagement must be ordered and delivered as Standard
Minimum size	No minimum seat count. A location of any size, from a single user upward	From 10 locations in a single migration window, each ranging from one user to many hundreds

4. Migration Services Delivery Model

TekVizion follows a structured six-phase delivery model designed to help partners plan, execute, and validate successful customer migrations to Webex Calling. Each phase includes defined activities, milestones, and responsibilities that guide the migration from initial engagement through production cutover and acceptance. This approach helps ensure migration readiness, reduces deployment risk, and provides clear visibility into progress throughout the project lifecycle.

Engage

- The Partner engages TekVizion and initiates the migration project.
- TekVizion conducts a project kickoff to review the migration process, establish expectations, and align stakeholders on objectives, coverage, roles, and timelines.

Discover

- The Partner installs and runs the Wholesale tooling on the source platform and provides the resulting data to TekVizion.
- TekVizion analyzes the source environment to identify user features, location services, device inventory, and migration dependencies, highlighting exceptions and potential risks that may require remediation or special handling. Findings are reviewed with the Partner to support migration design and planning.

Design

- Migration requirements, customer environment considerations, and solution dependencies are reviewed and validated.
- Network, equipment, and service readiness requirements are identified and incorporated into the migration approach.

Plan

- Migration schedules, deployment activities, resource requirements, and cutover plans are developed and agreed.
- Readiness checkpoints are completed to ensure all stakeholders, locations, and prerequisites are prepared for migration.

Implement

- Webex Calling services are configured and prepared for deployment.
- Verification and acceptance test plans are developed to validate migration success and service functionality.

Go-Live

- Migration activities are executed, including device upgrades or on-site deployment activities where required.
- Telephone numbers are ported, services are activated, and verification and acceptance testing is completed to confirm a successful migration.

5. Responsibilities at a Glance

This summary highlights the primary responsibilities of TekVizion and the Partner. Refer to the service description for a complete list of responsibilities, coverage details, and engagement requirements.

TekVizion Responsibilities	Provided by Partner or TekVizion Add-On
Project management for the migration lifecycle	Own the Customer relationship
Customer discovery and assessment	Customer network connectivity
Data extraction analysis	Firewall port management
CPE assessment	On-site support
Control Hub configuration	Provide data extraction to TekVizion
Voice messaging settings and greetings (not voice messages)	AD / RedSky / Dubber / SSO system configuration
Supported device migration	3rd party device, integration, and application support
PSTN configuration	Local gateway
Test plan development	Advanced emergency services
Troubleshooting tool errors or fall-out	Update supported devices to minimum firmware requirements
Post-migration partner support	Number porting
	Customer admin and end-user training

6. Deliverables

- Kickoff presentation
- Detailed project plan, migration schedule, and risk mitigation plan
- Discovery or data gathering report, with exception report, feature support assessment, and device compatibility analysis
- Migration runbook
- Test plan and execution results
- Migration execution reports
- Migration Completion Notice at closure
- Migration Assistance also includes a pre-migration checklist and a project tracker

7. Add-Ons

TekVizion Migration Service covers the migration. Work the Partner would otherwise carry can be taken on by TekVizion as a separately ordered add-on, delivered remotely, each with a defined scope set out in the service description.

- Local Gateway, CUBE, and gateway reconfiguration
- SRST and survivability node
- Dial plan optimisation
- E911 emergency calling (North America only)
- IaaS application migration

8. What Is Not Included

The service description carries the complete list. In summary, the following sit outside the service:

- On-site activities, and training or adoption services
- Third-party application integrations and unsupported third-party systems
- Contact centre, UCCX, and EMCC
- IaaS hosting and administration
- Network consulting, capacity planning, QoS remediation, and network upgrades
- Load, stress, and negative testing
- Custom feature development and source PBX firmware upgrades

9. Service Levels

Post-Migration Incident Priorities

Priority	Definition	Response
P1 - Critical	A major subset of migrated users unable to make or receive calls, with no workaround.	**Under 20 minutes**
P2 - High	Individual users unable to call, with no workaround.	**4 hours**
P3 - Medium	Calling or individual feature issues with a workaround.	**Next business day**

Exclusions: local network and ISP issues, platform outages beyond control, delays from incomplete or inaccurate customer data, and issues outside the agreed statement-of-work scope. Post-migration support continues for two business days after go-live. Service-level compliance is documented in the Migration Completion Report.

10. Closure, Acceptance, and Ongoing Support

At closure TekVizion issues the updated migration runbook and the Migration Completion Notice. The Partner reviews the closure artefacts and reports any errors, omissions, or unresolved issues by the end of the second business day after delivery, after which the migration is considered accepted and the engagement closes.

Post-migration support runs for two business days after go-live. The engagement then moves to the Partner's operational support model, with first-level contact, support, and end-user training resting with the Partner. Migration-related issues can be raised with TekVizion at migrations@tekvizion.com.

11. Roles and Responsibilities (RACI)

Successful migrations require alignment between TekVizion, the Partner, and the Customer. The matrix below identifies who is responsible, accountable, consulted, and informed for each activity throughout the migration lifecycle.

- **R - Responsible:** Performs the work required to complete the activity.
- **A - Accountable:** Owns the outcome and has final decision-making authority.
- **C - Consulted:** Provides input, expertise, or review during the activity.
- **I - Informed:** Kept informed of progress, decisions, or outcomes.

Standard

Phase	Activity	Partner	TekVizion	Customer
Engage	Kick-off meeting, process walkthrough, and RACI review	**R**	**R / A**	**R**
	Define scope, roles, and project timelines	**I**	**R / A**	**I**
	Project communication plan, risk and mitigation plan, and meeting cadence	**C**	**R / A**	**C**
Discover	Install Wholesale tools in BroadWorks environment	**R**	**A**	**C**
	Provide extraction from source system to TekVizion	**R / A**	**C**	**I**
	Conduct discovery workshop	**R**	**R / A**	**R**
	Review exceptions and suggested solutions	**C**	**R / A**	**C**
Plan	Plan migration schedule	**C**	**R / A**	**I**
	Provide admin access in Partner Hub for TekVizion to run tools	**R / A**	**C**	**I**
	Define test criteria and create test plans	**C**	**R / A**	**I**
	Ensure number and device availability	**R / A**	**C**	**I**
	Identify locations per migration window	**R / A**	**C**	**I**
	Prepare rollback plan	**C**	**R / A**	**I**
	End-user communication strategy	**R / A**	**I**	**C**
	Schedule go-live window and porting date and time	**R**	**R / A**	**C**
Implement	Execute configuration of users, features, DIDs, and devices in Webex Calling	**I**	**R / A**	**I**
	Review tool logs for exceptions or QA configuration	**I**	**R / A**	**I**
	On-site device and network readiness	**R / A**	**I**	**R**
Go-Live	Final migration readiness check	**C**	**R / A**	**C**
	Initiate device repointing	**C**	**R / A**	**I**
	Execute number porting	**R / A**	**C**	**I**
	Incident handling and rollback if needed	**R**	**R / A**	**C**
Testing	User acceptance testing	**A**	**I**	**R**
Closure	Migration completion report	**I**	**R / A**	**I**
	Project closure and post-migration support	**R**	**R / A**	**C**
Post Go-Live	Monitor for two days post go-live and knowledge transfer to support	**R**	**R / A**	**C**
	End-user training and FAQs	**R / A**	**I**	**C**

Migration Assistance

Phase	Activity	Partner	TekVizion	Customer
Engage	Kick-off meeting, process walkthrough, and RACI review	**C**	**R / A**	**I**
	Define coverage, roles, and project timelines	**C**	**R / A**	**I**
	Project communication plan, risk and mitigation plan, and meeting cadence	**C**	**R / A**	**I**
Discover	Install Wholesale tools in BroadWorks environment	**R**	**A**	**C**
	Provide extraction from source system to TekVizion	**R**	**A**	**I**
	Conduct discovery workshop	**A**	**R**	**C**

Phase	Activity	Partner	TekVizion	Customer
	Provide exception report readout	A	R	C
Plan	Plan migration schedule	C	R / A	I
	Provide admin access in Partner Hub for TekVizion to run tools	R	A	I
	Define test criteria and create test plans	A	R	I
	Ensure number and device availability	R	A	I
	Identify locations per migration window	R	A	I
	Prepare rollback plan	C	R / A	I
	End-user communication strategy	R / A	I	C
	Schedule go-live window and porting date and time	R	R / A	C
Implement	Execute configuration of users, features, DIDs, and devices in Webex Calling	I	R / A	I
	Review tool logs for exceptions	C	R / A	I
	On-site device and network readiness	A	I	R
Go-Live	Final migration readiness check	C	R / A	C
	Initiate device repointing	C	R / A	C
	Execute number porting	R / A	C	C
	Incident handling and rollback if needed	A	R	C
Testing	User acceptance testing	A	I	R
Closure	Migration completion report	I	R / A	I
	User guides, project closure, and post-migration support	R / A	I	C
Post Go-Live	Monitor for two days post go-live and knowledge transfer to support	R	A	C
	End-user training and FAQs	R / A	I	I

12. How to Engage TekVizion for Migration Services

Tell TekVizion your seats or locations and timeline, and work starts on your schedule. The initial assessment of your environment is non-disruptive and can run in parallel with a deal still in flight.

1. Cisco recommends TekVizion and introduces you, via migrations@tekvizion.com or your local Cisco account team.
2. TekVizion contacts you to assess the migration. Your Cisco order and billing stay exactly as they are today.
3. You sign the NDA and Master Services Agreement, and submit a simple order form with your seats or locations.
4. TekVizion opens a separate migration engagement, contracting directly with you, with no upfront volume commitment.
5. The migration is tied to your Cisco deal but ordered and billed separately, with ongoing cadence for any further migrations.