



SYSTEM MIGRATION & INTEGRATION SOLUTIONS

for the Small and Mid-size
Enterprises (SMEs)



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System Migration Challenges for SMEs

There has been a significant increase in interest in cloud platforms in recent years. Because of the numerous benefits, even SMEs and small businesses are considering moving to the cloud.

In fact, according to the Cloud Industry Forums Industry survey, the top 3 reasons for cloud adoption were reported as flexibility of delivery (74%), operational cost savings (72%), and scalability (65%). (see *Figure 1*)

The current pandemic forced companies to pivot into letting their employees work remotely to protect themselves from the virus. With the evolving situation, companies of all sizes have invested in building their remote infrastructure to enable work from home. It is expected that remote working will become the new norm even after the pandemic is over.

As SMEs and small businesses join the movement of moving their system to the cloud as business solutions, the focus was on the advantages of migrating to the cloud but the actual migration task is often neglected.

However, we know that systems migration is undeniably complex, and it can result in costly delays if you don't have the proper plan and strategy. In a Bloor research, 38% of the SMEs Cloud

Migration fails.

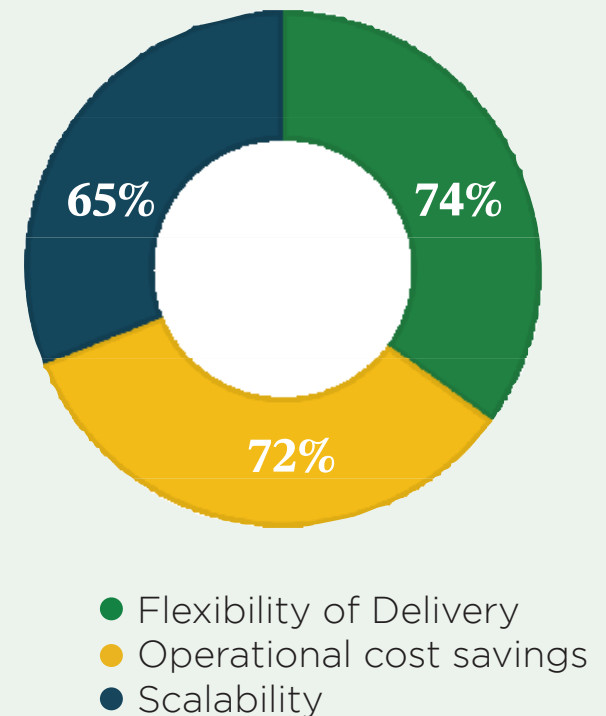
Despite the massive growth of SMEs in the past years, there are currently no major migration approaches or models available that are sufficiently applicable for SMEs based on a Service Oriented Approach Study on Cloud Migration for SMEs.

According to Gartner, a small and midsize business (SMB) is a business that, due to its size, has different IT requirements — and often faces different IT challenges — than do large enterprises, and whose IT resources (usually budget and staff) are often highly constrained.

SMEs need a system migration that is designed for them, addresses their operations bottlenecks, and considers their IT challenges and impact on their daily operations to avoid “half-baked” migration.

Top 3 Reasons for Cloud Adoption

Figure 1



Bridging the Gap

To solve the gap, Hey Success developed a system migration method that is practical and bespoke for SMEs. It is both time-tested with our SME clients and flexible to ensure a successful system migration each time. This method takes out the guesswork or rework.

Hey Success lays out the path for SMEs to successfully migrate their systems in a simplified and seamless manner.



System Migration's Three Deadly Sins

1

Lack of Proper Analysis

A lot of data problems at the end of the migration are caused by insufficient analysis prior to system migration. Its impact in the system migration process is underestimated, if not completely ignored.

Lack of analysis and proper evaluation leads to flawed logic, which may result in reworks and eventually cripple the entire migration process. underestimated, if not completely ignored.

Lack of analysis and proper evaluation leads to flawed logic, which may result in reworks and eventually cripple the entire migration process.

2

Process Mapping was Neglected

Another significant step that is often neglected for SMEs is mapping their business processes and workflows prior to migration.

Process mapping creates an overview on how the business operates and identifies the bottlenecks and critical points which are necessary to understand prior to developing a blueprint and timeline for the system migration.

Process mapping refocuses attention to your Data Integrity (which is often overlooked). This ensures that once your data or workload are loaded into the new system, you and your team will be able to use the new system reliably and efficiently.

3

End-users Fogotten

The role of end users in system migration is frequently overlooked. Their participation as key players and management are both critical. It often creates a mountain of misunderstanding when there is miscommunication among the team. System migration is a collaborative effort, and the value of each party's contributions should be carefully considered.

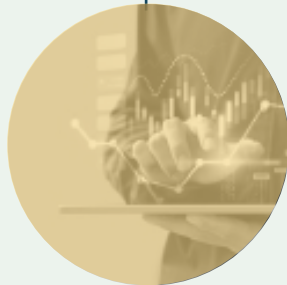
System migration challenges are often due to a lack of understanding of the business processes itself.

- Unified Cloud Migration Framework

Our Approach



Ensure migration strategies are optimized to your organization's goals.



Ensure comprehensive planning and discovery are to be carried out for seamless migration.



Ensure inconsistencies, stagnant & unmatched data, and abandoned applications are all identified and documented.



Ensure data integrity, and provide plans to maintain data quality.



Ensure that at the conclusion of the migration, all goals and targets have been met.

Business transformation necessitates migration. Thus, having a comprehensive strategy and migration plan is critical. Migration events need extensive planning, time, and resources and are best executed by those with experience.

Our Approach

3 Key Factors for a Successful System Migration

1

Pre-Migration Assessment

We will learn more about your organization's system migration goals or objectives in this step. Then, we will delve deeper into your available resources, current processes, and other details necessary to conduct a thorough assessment. This step makes the migration process easier.

2

Bespoke Migration Strategy

While each migration is unique, we follow Hey Success System migration methods that are both time-tested and adaptable to create the right strategies for new scenarios while producing consistent successful migrations.

3

Training & Support

Once the migration has been validated and completed, we will perform a full handover that includes training your staff PLUS a warranty for any revisions.

Not sure what type of
MIGRATION you need?
Start here.

But first, let's define system migration:

A **system migration** is the process of transferring business process IT resources to a newer hardware infrastructure or a different software platform for the purpose of keeping up with current technologies and/or to gain better business value. In all cases, the move is done toward a system perceived to be better than the current system and would, in the long run, give better value.

source: techopedia

Types of System Migration



STORAGE MIGRATION

Do you need to move to an up-to-date modern technology and discard the out-of-date equipment (for example: from paper to digital, local storage to cloud storage, etc.)?



APPLICATION MIGRATION

Did your company change your enterprise software vendor (i.e. requires moving to a different platform)?



DATABASE MIGRATION

Do you need structure and organize your company information better? Does moving into a new database solves the problem?



BUSINESS PROCESS MIGRATION

Usually when you want to optimize your business and want to reorganize to address competitive challenges



DATA INTEGRATION

You want to collate all your data from multiple resources like spreadsheets and legacy applications into a single view (i.e. system, storage or software application). While data Integration is usually a part of the full migration process, this is also essential for analysis, reporting and business insights. Hey Success pays great importance to data integrity, your process, and data quality.



CLOUD MIGRATION

It encompasses all types of migration, if it involves moving data to the cloud or between different cloud based environments.

Our Expertise Platforms

You can choose from our platform providers, but you are not obligated to use any of them. We're flexible at learning and studying the platform of your choosing.

FINANCE

Let us help you choose and handle the migration process when you move to the cloud for financial analysis, book-keeping and accounting.

We're a Xero bronze partner
We're a Xero Certified Advisor

EDUCATION AND ONLINE COURSES

Are you looking to migrate to a Learning Management System (LMS)?

Or Create membership sites or upload your courses?

ECOMMERCE & RETAIL

Retail solutions to improve your process and boost your sales.

Set up your e-commerce account, and others.

SALES & MARKETING

Establish your CRM, ESP or any software tool you need for Sales & Marketing, Analytics, Automation Email List Management, & Segmentation.

MEDIA & ENTERTAINMENT

Content Management Systems, social media portals, membership, or moving your website host.

PROCESS-DRIVEN PLATFORMS

Move or automate your checklists.

GOOGLE PRODUCTS AND PLATFORMS

Google is still one of the powerhouses for the Cloud and offers a wide range of support for SMEs operations

OTHER INDUSTRIES

We believe there is a solution for your needs. You can hire Hey Success to help you figure out the best for your business or organization to lay out the foundation when you move to the cloud or a new system.

Our Expertise Platforms

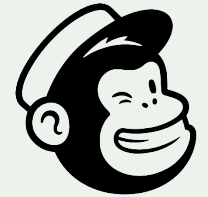
You can choose from our platform providers, but you are not obligated to use any of them. We're flexible at learning and studying the platform of your choosing.



ActiveCampaign >

LYON

THINKIFIC



mailchimp

teachable



pipedrive



Google
My Business



SQUARESPACE

Clients' Success Stories

Platform Feature: Xero Data Migration

● Client's Industry: E-commerce

● Objective

Migrate client's bookkeeping and accounting software from QuickBooks Online to Xero.

Reasons for migration:

- Geography, Xero is more suitable in Australia
- User challenges
- Wants a bookkeeping platform that is simpler and easier to navigate

● Key Success Solution and Delivery

Complete Xero Setup and Data Migration from QBO to Xero Identified the company's financial workflow.

- Set up Xero based on the client's current financial processes in their e-commerce business and QBO account.
- Successfully migrated the dataset from QBO to Xero.
- Provided training on how to navigate Xero.
- Provided feedback to the client on how to efficiently manage their inventory system in Xero.



Clients' Success Stories

Platform Feature: Xero Data Migration

● **Client's Industry:** Accounting Firm

● **Objective**

Set-up Xero, and Transfer Bookkeeping Management

They want to outsource the Xero account setup for their incoming clients and need help managing their current clients' bookkeeping so they can focus on accounting and growing their client base.

● **Hey Success Solution and Delivery**

White Label Services for Bookkeeping

- We set-up the Xero account for each new client.
- Transfer the subscription to the owner or the person in charge of the account.
- Import the initial data and reconcile ensuring it matched with the bank statements
- Keep the account up to date as needed.
- how to efficiently manage their inventory system in Xero.



Clients' Success Stories

Integrate and Automate

● **Client's Industry:** Staffing Agency

● **From 3 days to Realtime**

● **Challenge**

The client wants to simplify their payment process by automation and link the VA contractor's billable hours to their client's billable hours.

The pricing model for virtual assistants contractors is based on an hourly rate.

The increased number of Virtual Assistant contractors requires more man-hours from the client when processing payments.

● **Key Success Solution and Delivery**

- Completely Integrate Several Platforms then Automate and Improve the Payment Process
- The client uses multiple platforms for payment processing, and each process is completed manually.
- Time Tracker: Hub Staff
- Bookkeeping Software: QuickBooks Business Online (QBO)
- Payment Gateway: Wise
- Solution provided included establishing a workflow and integrating all of these platforms to create an automated process.
- The automated payment process is triggered once the timesheet and invoice are uploaded at Hub Staff, saving the client time.



Our Services



System Migration

Hey Success System Migration Solutions is a streamlined method designed for SMEs to migrate to a new system or the cloud seamlessly. This is the same method we used to create successful migrations for our SME clients.

Transition to your new system faster, with little to no downtime and zero loss of data.

Focus solely on growing your business while also improving its capabilities.



Technical VA

Our clients typically need someone capable of managing the new system after the migration is complete. We understand the job's complexities, which is why we offer further solutions for you.

Your Own Tech VA will do the virtual work exclusively for you whether to be onboarded as a part of your team or will be managed by us full-time, part-time or freelance.

Flexible Plans to choose from. We also offer staffing solutions and suggestions on what works best for you and your company to handle the task efficiently while saving you money.



VA Training

Hey Success offers VA training and employment in our community.

We can extend this training to your staff, or you can hire from our pool of talents.

VA skills required in the industry are evolving. Are you looking for specific skills and talents you need for your company? Let us know. We can hire and train individuals to work for you or as part of your team.

Learn More

Successful system migrations have been proven to improve business processes and help you scale your business in record time.

If you're looking for a partner you can rely on, look no further.



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