WHITE PAPER



System Vendor Case

Data migration for a system upgrade or onboarding

INTRODUCTION

This case shows the benefits of Hopp for data migration in a system upgrade, whether customers move to a new version or to a new system.

It takes the perspective of the system vendor, who often has to convince customers, worried about the risks, costs and time involved, to move to the new system.

A standard approach and a complete solution like Hopp do more than make the migration succeed. The setup is reused from project to project, so each migration starts from what the last one built. That saves time and money, and keeps the quality high.

With Hopp, system vendors get a complete solution for migrating their customers' data to the new system: a setup they reuse, in place of a new project every time.

01

The challenge

As a system vendor, you often have to convince your customers that moving to a new system, or even a new version, is not risky, costly and time-consuming. That is true whatever your business, industry or region.

As a result, your customers miss out on the opportunities your new system offers, and you, like other system vendors, lose business.

Most system vendors have no standard, accessible way to migrate data for an upgrade. Upgrades are usually one-off projects, run by third-party system integrators engaged by the customer or by the vendor.

System vendors need to:

- reduce the risk of data migration and implementation;
- lower the cost and time spent on data migration.

The question is how. How can Hopp reduce the risk, cost and time, so that more customers move to the new system?

Different, but the same

System vendors offer their systems in several ways: on premises, in the cloud, hosted, shared and more. Each poses its own challenge, and affects how best to approach a migration on the customer's behalf. But they all share one challenge: giving customers a timely, cost-effective, high-quality data migration.

Current practice

Most system vendors have built interfaces and scripts to help load data into their systems. But loading is usually the easy part. Most do not give customers the tools for the complex data transformation needed before the load. So most implementations have to specify and write code to extract, transform and validate the data.

The outcome:

- Customers stay on old versions, and do not benefit from the new system.
- Customer satisfaction falls as their competitiveness declines.
- System vendors have to keep supporting old versions.
- System vendors miss new and recurring business.

As we all know, data migration projects often miss their budget, time or quality targets, disrupt business operations and delay the expected benefits.

02

What can be improved?

With a complete, standard and reusable solution for data migration like Hopp, system vendors can offer customers a safer, faster and more cost-effective path to the new system, because the target side of every migration is already built. That encourages more customers to make the switch.

The solution

Hopp is a suite of software for complex data migrations. Each product does its own job, and together they make one solution for the transformation stage of the migration:

- **Hopp Studio** defines the inputs, the outputs and the transformation rules.
- **Hopp Core** generates the code that implements the rules documented in Studio, and runs it.
- **Hopp Portal** controls the runs, in a controlled and repeatable way, and lets users review the results and investigate any issues found.

The key to saving time and effort, lowering cost and improving quality is Hopp's approach, and its flexible yet robust implementation. The key elements:

- **An agile process:** start early, and move fast with mapping and execution.
- **Separate source and target maps:** the target map is reused in full on every project to the same system, which saves time and cost and raises the quality.
- **Generated code:** saves time, and keeps the implementation consistent and of high quality.
- **One approach across customers:** simpler support.
- **Track and trace:** monitoring and correcting errors is easy, which saves time and improves quality.
- **A professional, repeatable process:** gives customers confidence in you as a supplier.

With Hopp, a system vendor can greatly improve its ability to onboard new customers and to upgrade existing ones.

In Studio, you build and maintain a target map of the current version of your system, and possibly source maps of the previous versions that customers upgrade from.

Figure 1, the hourglass, shows how Hopp separates source and target, and joins them through a shared interface.

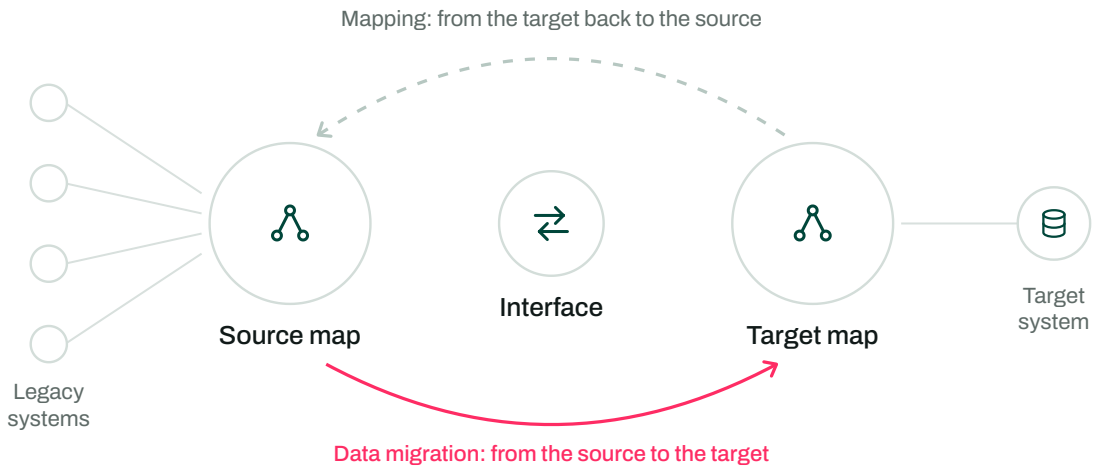


Figure 1. The hourglass. The source and target maps are separate, joined by a shared interface, so the target map is reused on every project to the same system.

The source and target maps are logical representations of the two systems, in known business structures and terms. Both hold the relationships, rules and validations a successful migration needs. When you onboard a new customer, the predefined target map gives the project a smooth start, and reusing it from project to project keeps its value and quality.

The project then only has to create the source map, when the customer moves from another vendor's legacy system, or adapt one, for a legacy system met before.

For a system upgrade, you could make the source map available as well, and migrate existing customers' data even faster and more cost-effectively.

It would benefit the system vendor greatly to maintain the source and target maps, and to make them available to customers as part of every implementation.

03

The business case

The business case is simple: save time and money, and deliver better quality. All it takes is a willingness to learn a new way of thinking.

We provide the software, training and support you need, at a price that saves you money from day one.

04

Doing business with us

Hopp is a suite of generic data migration software that handles any project, whatever the type of business or industry.

We understand the confidence you need, as a system vendor, in the tools you use to migrate your customers. It matters to us to adapt to your business and needs, with great software, support and service.

Getting started:

- access to a trial and training setup;
- learning to use the tools;
- a proof of concept with you, on your data and your challenges.

The ongoing relationship:

- We tailor our support to your needs.
- You get new versions.
- You can request new features.
- We can train and supplement your staff.
- You can choose the commercial model that suits your business.

We are sure that with Hopp you will save time and money, and have more manageable projects, happier colleagues and satisfied customers.

All we need is a little of your time. We will show what Hopp can do by building a working demo on your systems and data.

05

In short

- Your customers and shareholders deserve better.
- You have a data migration challenge, and can do better.
- We have a solution that helps you do better.
- You can save time and money, and deliver better quality.

Hopp takes a new approach to complex data migration, one that removes most of the traditional challenges, and helps you succeed where others miss their budget, time or quality.

> **Interested?**
>
> Write to us at sales@hopp.tech, and we will give you access to a trial version, so you can try Hopp hands-on.



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