Decryptic Services & Biamp Systems, LLC

Data Migration - Partnership Success

January, 2022

Highlights

- Quickly executed the migration to **minimize downtime** for the Biamp team.

- **Communicated** with the Biamp team throughout the migration to keep them in the loop at all times.

- During the migration, put together a **list of abnormalities needing attention**, leading to an extension of the project to execute the necessary fixes.

Overview

About Biamp Systems, LLC

Biamp is a leading provider of innovative, networked media systems that power the world's most sophisticated audiovisual installations. The company is recognized worldwide for delivering high-quality products and backing each one with a commitment to exceptional customer service. Founded in 1976, Biamp is headquartered in Beaverton, Oregon, USA, with additional offices around the globe.

Challenge: Accurate and Timely Data Migration

As is true with any data migration, Biamp's biggest challenge was transferring a significant amount of data in the shortest amount of time while maintaining data integrity and avoiding disruption to their team and day-to-day.

Where They Were

The Biamp Q&A team was switching over test case management solutions, and they needed to migrate **over their 6,690** test cases (plus attachments and internal/external case links) in an efficient and accurate way.

Where They Wanted To Be

Previously operating on TestRail, the Q&A team wanted to switch their solution to Jira without losing any key data in the migration process.

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The Solution

Quick & Easy Migration Planning & Execution

Detailed Reporting & Tracking

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Quick & Easy Migration Planning & Execution

Decryptic conducted an audit of Biamp's test cases and worked with the Q&A team to determine which cases were the highest priority for migration and would require the least amount of downtime.

With a game plan in place, Decryptic then coordinated and executed the migration over a seven-day period, starting with those high-priority test cases.

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Detailed Reporting & Tracking

Throughout the process, Decryptic documented and verified all associated attachments and both internal and external case links and provided that documentation to the Biamp team.

After a successful migration, Decryptic summarized the project for the Q&A team, including any behavioral error patterns in Jira, the recommended workarounds, and a few other migration anomalies that occurred.

Project timeline

01

Phase 1

Decryptic worked closely with Biamp's Q&A team to **evaluate client needs and team priorities** to determine which test cases were most important to migrate first and with minimal downtime for the team.

02

Phase 2

Decryptic came up with a **detailed game plan** for the migration of thousands of test cases on the shortest timeline possible, which ended up being just seven days.

A big part of this game plan was to have the whole Decryptic team on deck to support, with **detailed project management required at every stage.**

03

Phase 3

In the final phase, Decryptic executed the game plan, **successfully migrating almost 7,000 test cases** from TestRail to Jira, and reported on the project during and after completion.

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"This is by far the easiest migration Biamp has ever done! I commend each of you [on the Decryptic team]."

— Penny Ecaruan, Senior QA Engineer

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The Results

Qualitative Results:

Quick Access To New System

With all their test cases successfully migrated to the new management system, the Biamp Q&A team was able to continue their testing work with minimal disruption and just over a week after the initial migration process began.

Maintaining Data Integrity

Not only did all the test cases make it safely to the new Jira system, but all the data was maintained during the move, including associated attachments and internal and external links.

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Qualitative Results:

Proactive Planning & Problem Solving

Leveraging their experience with past data migrations, the Decryptic team took the initiative to review any potential errors with migrating test cases from TestRail to Jira and provided proactive recommendations to fix problems before they even occurred - leading to a 100% match from the previous environment.

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"I think you guys have done amazing and it hasn't gone without notice. There have been zero complaints and for this to be as big of a project as it is, that's amazing."

— **Penny Ecaruan, Senior QA Engineer**

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About Decryptic Services

With 10 plus years of Salesforce administration experience in the corporate and nonprofit spaces, Decryptic Services is here to help you and your organization identify and overcome persistent roadblocks by leveraging Salesforce solutions and resources.

Decryptic ensures end to end efficiency throughout our data migration projects. For CRM upgrades, database migrations, or database cleanups, we guarantee minimal production down time and detailed documented processes so your team can work at their full capacity.

Salesforce is a powerful system that can be overwhelming at times, but you're not alone! Let Decryptic Services help you work smarter, not harder in achieving your goals.

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