

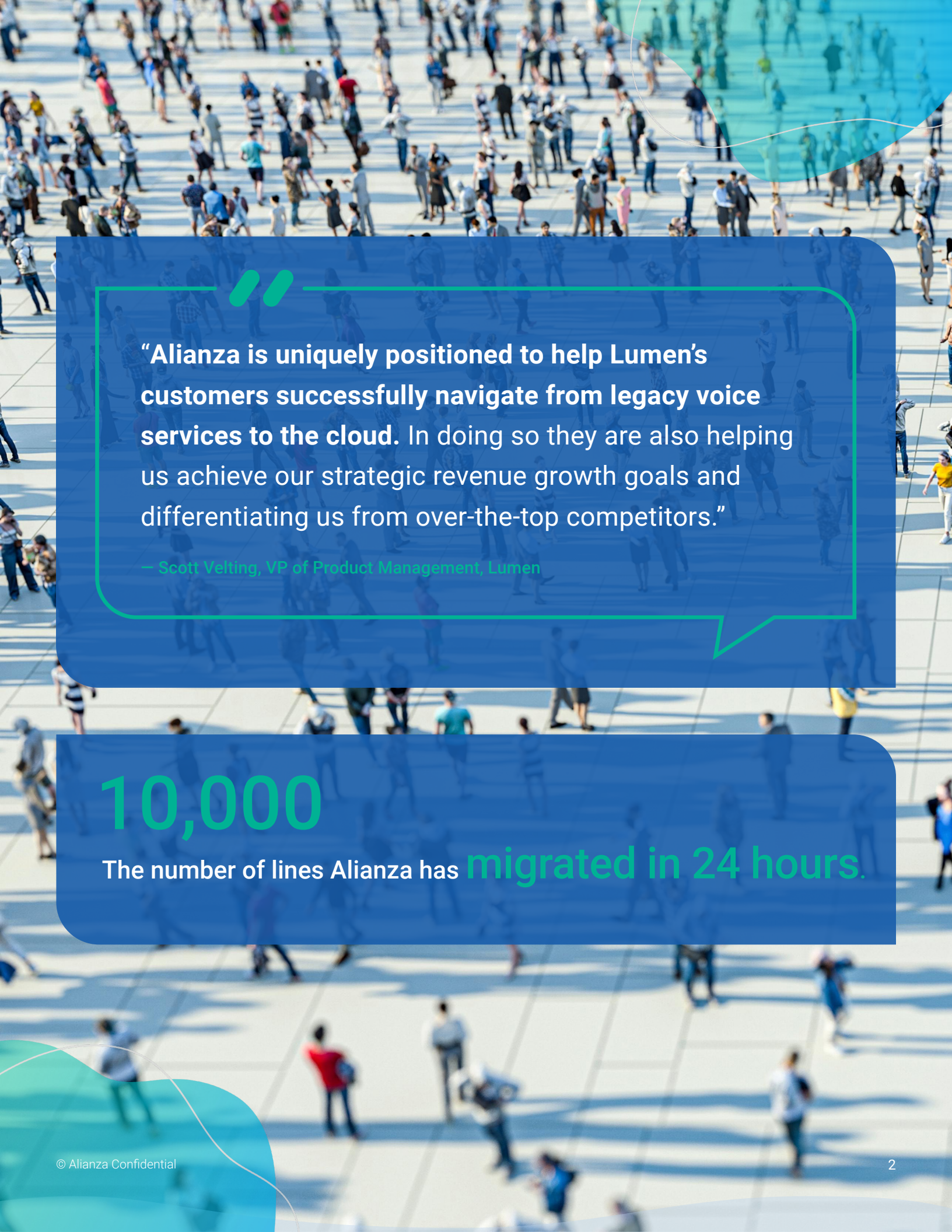


Data Sheet

# The Alianza Difference:

## Our Proven Onboarding & Migration Methodology





**“Alianza is uniquely positioned to help Lumen’s customers successfully navigate from legacy voice services to the cloud. In doing so they are also helping us achieve our strategic revenue growth goals and differentiating us from over-the-top competitors.”**

— Scott Velting, VP of Product Management, Lumen

**10,000**

The number of lines Alianza has **migrated in 24 hours.**



# The transition to the cloud is the last migration a service provider will ever have to make. Seriously.

Successful migrations and cloud transformations require more effort, coordination, and subject matter excellence than most business leaders recognize, which is why Alianza's team of experts is there to help every step of the way. They'll work with you to understand your business model and use cases, set timelines, train your team, test devices, improve processes, and more.

## Our Team

Our Customer Project Management (CPM) team is passionate about transforming communications delivery and ensuring first-rate customer experiences. They oversee and manage the entire migration process, including integrations, device testing, process changes, training, and more.

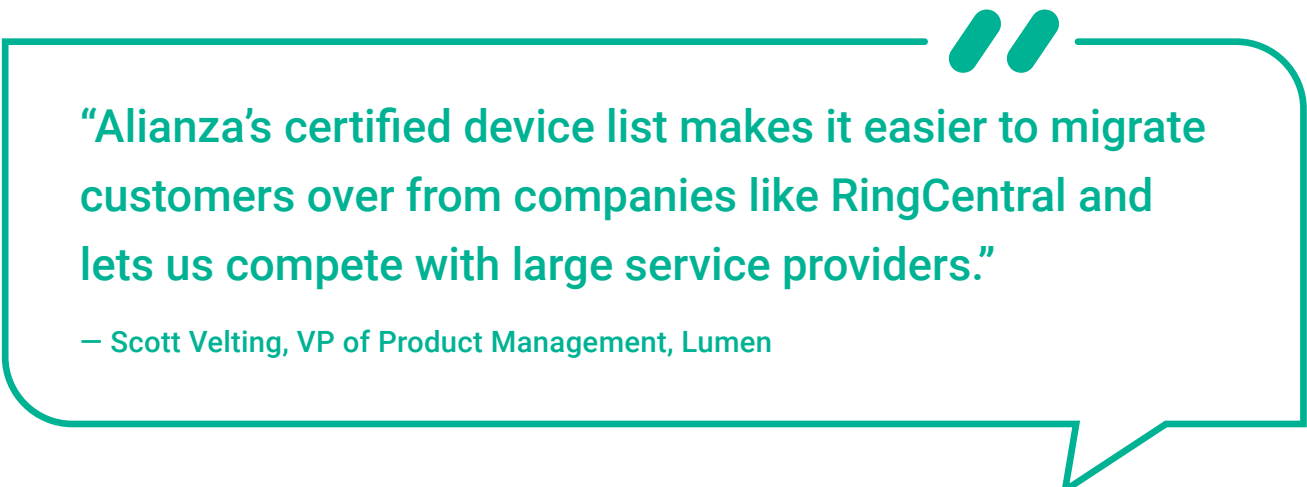
A Migration Manager is assigned to your project to help your businesses navigate the entire process from start to finish. In addition, we stand up our cloud platform in parallel with your existing infrastructure to deliver that safe migration without disruptions. **We describe the transition to the cloud as the last migration a service provider will ever have to make. Seriously.**

# Our Expertise

We're here to help.

By partnering with Alianza — who has successfully migrated providers from virtually every switching platform on the planet — you gain the expertise needed to mitigate risk and move subscribers over safely. We have migrated hundreds of thousands of subscribers for our customers to our cloud communications platform, including bulk migrations as large as 10,000 subscribers in a single day, so your project is in safe hands.

**Many customers have shared that they could not have pulled off the tech transformation from their legacy service to the cloud on their own,** without leveraging a complete platform offering from Alianza.



**“Alianza’s certified device list makes it easier to migrate customers over from companies like RingCentral and lets us compete with large service providers.”**

— Scott Velting, VP of Product Management, Lumen

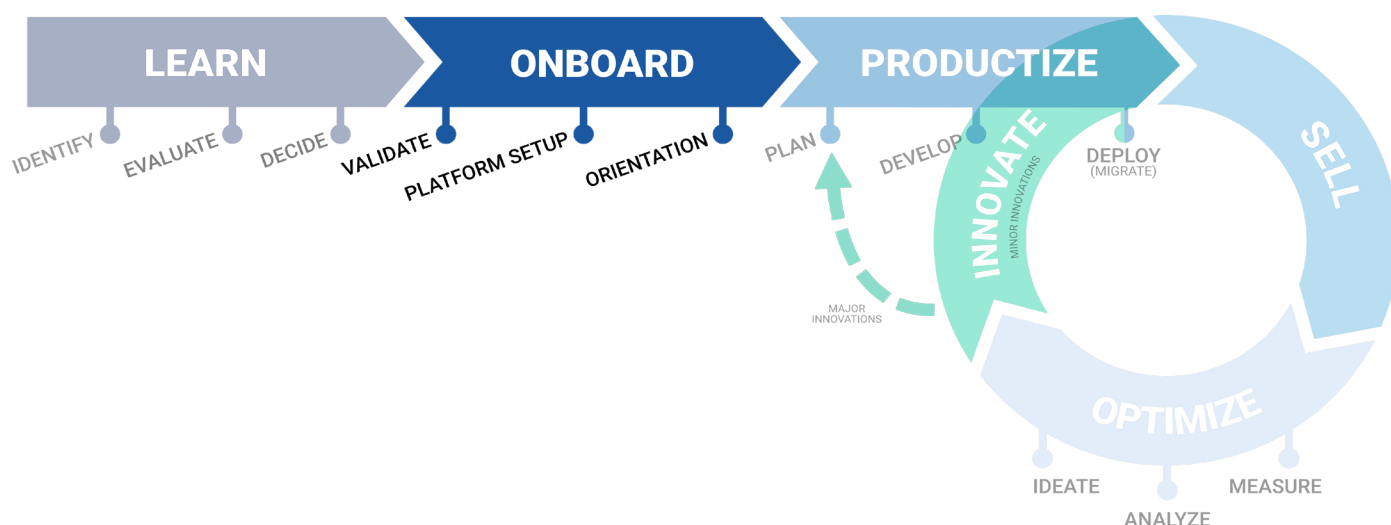
## How Your Migration Manager Supports You:

- ✓ Collects all pertinent data
- ✓ Translates and prepares a Master Migration Data File
- ✓ Creates the migration groups
- ✓ Determines the start date to sign up new customers on Alianza (before migration)
- ✓ Collects the final data from your team to true up the Master Migration Data File, including adding new customers to a cleanup group
- ✓ Manages the firm order commitment (FOC) date for all ports
- ✓ Defines the roles and responsibilities for the day of migration
- ✓ Schedules and runs the meetings for migration day activities
- ✓ Manages fallout from the migration if/when things go wrong
- ✓ Manages the cleanup groups for any numbers, as needed
- ✓ Coordinates task assignments
- ✓ Ensures project dates are met on time

# Alianza's Proven Onboarding & Migration Methodology

Alianza is not looking to just hand you a piece of software and wish you luck, but instead, we want to be a **valuable partner in helping you create, or replace, your voice offering**. We are invested in your success. Throughout your journey with us, our measured steps support you through onboarding, preparing for go-to-market (GTM), keeping your product in market, and leveraging Alianza's ongoing innovation.

This includes everything from the software configuration, network setup, and device testing. We are invested in making sure your team has the capabilities, context, confidence, and relationships necessary to be successful.



## Our Onboarding Support at a Glance

**Validation.** Our Customer Enablement team will validate your needs, relationship goals with Alianza, project scope, and technical items such as your integrations, connectivity type, rate center needs, carrier services, and the devices that will be used with Alianza.

**Platform Setup.** We'll set your team up on the Alianza platform, grant your team access to it, configure it for you, and brand your new Alianza Voice Portal for your end-users.

**Orientation.** We'll introduce you to your Customer Success Manager, project team, and the technical teams you will be working with. We'll also start providing live and self-paced trainings for your project team. This will include training topics such as:

- Overview of the Alianza Admin Portal
- Creating a new account
- Porting and number management

# Our Proof

We support a broad range of service providers on our platform, spanning fiber ISPs, WISPs, ILEC/CLECs, satellite, cable MSOs, municipalities, and electric co-ops. Alianza has successfully helped all types of service providers innovate quickly by moving to the cloud. Our cloud communication solutions and platform allow service providers to address the evolving demands of their end user customers in a way that is easy to manage, easy to consume, and highly profitable.



## LUMEN Largest

Tier 1 customer launched on Alianza's cloud communications platform.

2009

Alianza was founded

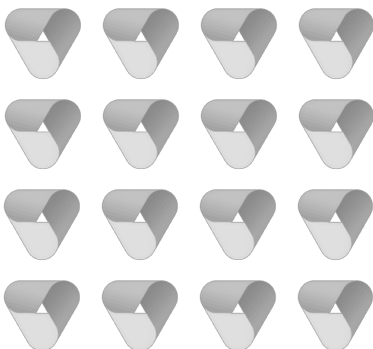


300+

Communication Service  
Provider Customers

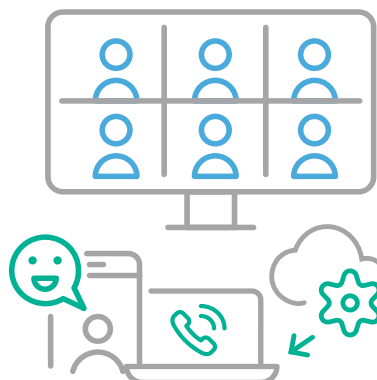


200+ Person Team



35+ CSPs Moved  
Off BroadSoft

20M Active Endpoints



GENBAND™

netsapiens®  
A Crescendo Company

metaswitch

Legacy Voice  
Migrations Include

## Service Providers Powered by Alianza



Cable



Coos-Curry Electric Cooperative, Inc.



ISP



Fiber



Broadband



MSP



Satellite



## Looking for details? Check out our onboarding data sheet

We'll walk you through the measured steps we take to get to know your business before we execute or implement a single thing.

Download 

