

MIGRATION SERVICES

SEM Solutions & Rackspace

Award Winning Migration Partner



SEM Solutions provides expert migration services for new Rackspace customers on the Linux platform. Our migrations are successful due to careful planning, communication and the wealth of expertise and specialist skills of our team. Our work has been recognized by Rackspace who awarded us their [Rackspace 'Fanatical Support Partner' of the Year 2008](#).

Requesting a Migration Quote

In order to provide you with a fixed price cost (or on certain occasions a cost estimate) we must understand the type and number of domains or applications that we are migrating. We also need to understand the fundamental configuration of the hosting environments that we are migrating to and from. Once we have this information we can assess the time required to carry out the work.

It is important that you share any information that may affect the migration so that we can get our pricing right first time. For example, you may have installed encryption software on your server and this could have an impact on the time we will need to spend on the migration. If you do not disclose this sort of information at the beginning then it might result in the cost increasing.

We are also able to act as support if you are carrying out the migration yourself, or as consultants if you need advice. Please contact us for further information on our support and consultancy service.

Please complete our [migration survey form](#) if you require quote.

Preparing for a Migration

Before we start moving any files or databases we will need access to the relevant control panels and servers. We will request that you add us as a user on your Rackspace Portal using the following email address – rackspace@semsolutions.co.uk.

We will also require SSH (or FTP) access to your current servers and the login details for the server control panels.

Once we have all of this information, along with your migration authorisation fee, we will send you an email giving you access to our online project management system – Basecamp. Part of the terms of our service requires that you use this system for email communication but it is very simple to use so this should not concern you.

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The Migration Service

You can enjoy total peace of mind when handing over your migration to SEM Solutions. We will carefully plan and prepare all aspects of the migration ensuring that any disruption to your communications or down-time for your website(s) is kept to an absolute minimum. We will only 'go live' on the new hosting environment when everything has been checked and tested ensuring that all of your services will function as required.

Ideally your website will not be modified in any way during the migration. However in the case of sites with ecommerce or user generated content this may not be possible. We will work with you to ensure that these types of sites are moved quickly and efficiently and that all downtime is pre-scheduled so that site visitors can be informed as appropriate.

When carrying out a migration we will migrate all web files and assets, databases, user permissions, SSL certificates, applications, mailboxes and configuration files. When moving databases we will ensure that there is no loss of or discrepancy in the data on the new server. Sometimes where we are migrating ecommerce sites or sites with user generated content this will require some pre-scheduled downtime although this is rarely more than 1 hour.

Mailbox Migrations

Here at SEM Solutions we have developed an extremely efficient and effective method for the migration of mail services. More often than not we can carry out virtually seamless migrations of multiple mailboxes so that the mailbox users are not even aware that a migration has taken place. Achieving a seamless mailbox migration depends on a number of factors and requires some cooperation from the client. Firstly we must have access to the mailbox login details. Secondly, as it is not always possible to migrate the mail data (i.e. the emails and their content that might still be on the server,) we will need to be able to ensure that all mailbox users are able to collect / POP / send & receive their mail at a pre-designated time. If these conditions can be met then we can ensure a smooth and trouble free migration of mail services. *If these conditions cannot be met it is not a problem. It just means that the mail migration will not be quite as seamless. For example we may need to create a new password if the old one cannot be provided and this would require the mail user to modify the settings in the mail client (e.g. Outlook.)*

If you wish to discuss any aspect of our migration service please contact Simon, Patrick or Adam on 01233 656780 or send an email to sales@semsolutions.co.uk.

If you require a quote please complete our [migration survey form](#).