



GLOBAL
PROTECTION
CORP.®

Secure And Intuitive Customer Support Data Migration

zendesk® to odoo

Medical Equipment Manufacturing

SMBs help desk migration

Odoo migration

 Help Desk Migration®
by  Relokia

Zendesk to Odoo Migration Guide



Discover a step-by-step process for a secure & fast [Zendesk to Odoo transfer](#) with [Help Desk Migration](#).

Zendesk to Odoo Migration Guide

Global Protection Corp.®: Migration Case Study

Key Takeaways

Next step: Run a Free Demo Migration

01

Connect the source and target accounts

Connect your Zendesk and Odoo accounts through our automated Migration Wizard. Data is transferred safely via official APIs.

02

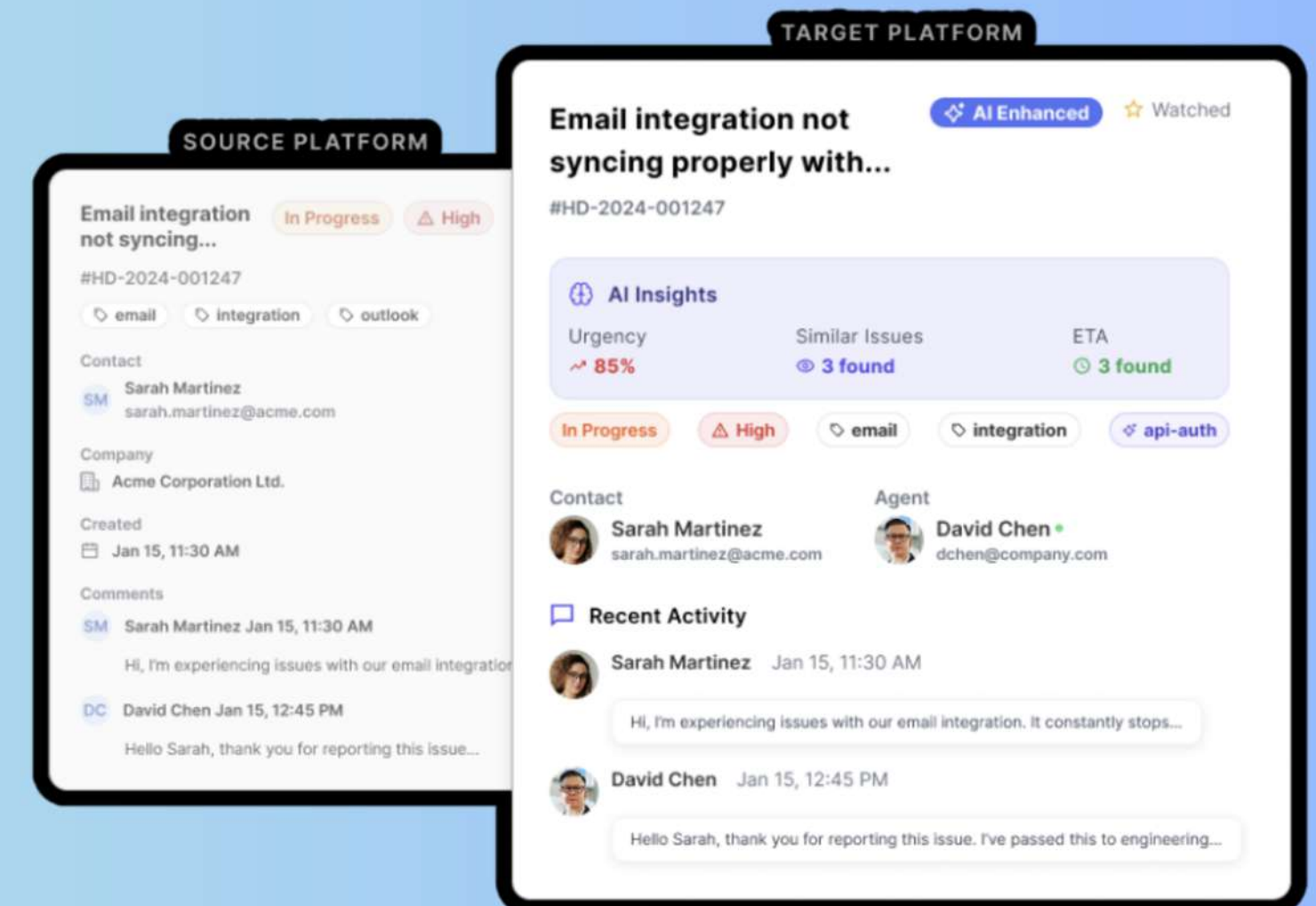
Configure field and data mapping

Choose the records to migrate: You can transfer tickets, contacts, agents, shared teams, attachments, ticket private and public notes. Your historical data lands in Odoo with full context.

03

Choose built-in migration options

Skip attachments, migrate inline images, add tags, move only recent records, and include associated data – all with a single click. Our built-in features make the migration smooth and error-free.





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04

Run a Free Demo Migration

Try a Free Demo Migration to preview how your Zendesk data will appear in Odoo. Adjust field mappings or filters before running the full migration.

05

Validate results

Start the full migration from Zendesk to Odoo. Your team can keep working while the data transfers in the background. Review the post-migration report, and use Delta Migration to sync any new or updated records created during the process.

06

Run Full Migration

Run your full Odoo migration during a planned maintenance window to ensure a seamless, predictable cutover using the demo setup.

07

Post-migration QA & verification

Prepare a final Odoo migration QA to ensure everything is complete. Verify that agents can access historical data and confirm all automated workflows function correctly before giving final approval.

1-click migration options

- Add new tags to tickets
- Migrate inline images as attachments
- Transfer call recordings as ticket attachments
- Exclude ticket attachments
- Migrate only records related to other entities
- Run a Demo with custom data
- Migrate side conversations
- Move the newest records first
- Migrate articles in multiple language versions
- Update cross-linking in articles
- Update existing records on Target
- Extend data retention period

Real Customer Case Studies



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Help Desk Migration +



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Key Takeaways

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Global Protection Corp.®, a leading SMB manufacturer of sexual health products, migrated its B2B support from Zendesk to Odoo with Help Desk Migration to eliminate data silos and improve efficiency. By integrating helpdesk, CRM, invoicing, and orders, the company simplifies workflows and gains full visibility into the customer journey from inquiry to purchase.

About the company

Global Protection Corp.® (GPC) has evolved from a campus startup for HIV/AIDS advocacy into a leading manufacturer and distributor of sexual health products headquartered in Lynn, Massachusetts. As a subsidiary of Karex, the world’s largest condom manufacturer, GPC balances high-volume manufacturing of innovative products – like ONE® Flex®, the world’s first condom enhanced with graphene – with a complex distribution model serving both retail consumers and large-scale public health institutions.

Global Protection Corp.® successfully transformed its B2B support operations by migrating from Zendesk to Odoo, creating a unified ecosystem that connects helpdesk, CRM, sales, and logistics data. By consolidating 55,000 tickets and 150,000 contacts into a single ERP environment, GPC eliminated data silos, improved data hygiene, and gained full visibility into the customer journey – from initial inquiry to post-sales support.



Ryan Findling
GPC's Director of Operations



Feedback

The tool was highly beneficial for identifying necessary fields and pulling information from the database.



Global Protection Corp.®



Medical Equipment Manufacturing



Lynn, Massachusetts

Data Migrated:

- 55K Tickets
- 150K Contacts
- Attachments
- Internal notes
- Knowledge Base
- Custom fields/tags.

Migration Options Chosen:

- Agent matching
- Customized field mapping
- Migration filtering
- Delta Migration
- Signature Support Plan



Help Desk Migration +



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Migration Overview

Zendesk to Odoo
Migration Guide

Global Protection Corp.®:
Migration Case Study

Key Takeaways

Next step: Run a Free
Demo Migration

Key Challenges

- Preserving complete ticket history, including attachments and conversations
- Maintaining workflows, custom fields, and relational data integrity
- Minimizing disruption during the migration process
- Cleaning and deduplicating a large dataset of **~300,000 contacts**

Help Desk Migration Solutions

- **Demo migration** to validate field mapping and data structure
- **Full migration** of tickets, contacts, attachments, and custom data
- **Delta migration** to capture updates made during the transition window
- **QA validation phase** to ensure accuracy before go-live

Outcome & Result

1. Successful migration of Zendesk data into Odoo with no critical data loss
2. Unified access to CRM, helpdesk, invoicing, and logistics data
3. Elimination of manual workflows and improved operational efficiency
4. Zero-downtime transition with preserved support continuity

Key Takeaways

GPC migrated from Zendesk to Odoo using Help Desk Migration's automated Wizard, securely transferring support data without manual exports, coding, or complex technical setup.

[Zendesk to Odoo Migration Guide](#)

[Global Protection Corp.®: Migration Case Study](#)

Key Takeaways

[Next step: Run a Free Demo Migration](#)

- Successful migration of large data volumes:**
The company migrated 55,000 tickets, 150,000 contacts, attachments, internal notes, knowledge base content, and custom fields/tags into Odoo while preserving historical records and customer relationships.
- Improved data quality through filtering and cleanup:**
GPC reduced an initial database of nearly 300,000 contacts by cleaning, filtering, and deduplicating records before migration, ensuring only relevant data moved to Odoo.
- Preservation of workflows and business continuity:**
Through customized field mapping, agent matching, and Delta Migration, GPC maintained data integrity and ensured support teams could continue working without downtime during the transition.
- Unified operations and better visibility:**
By consolidating helpdesk, CRM, invoicing, and logistics data into Odoo, GPC eliminated data silos, streamlined internal workflows, reduced operational costs, and gained complete visibility into the customer journey.



Start Your Free Demo Today

Join thousands of companies that have ditched manual scripts for effortless automation.

[START FREE DEMO MIGRATION](#)

Have unique enterprise requirements? Our team is available 24/7 to help you build a custom migration roadmap tailored to your specific Odoo configuration.

[Talk to a Migration Expert](#)

[Check a Security Policy](#)

