

# Go live overnight. Leave no data behind.

The two-run framework that gets your team operational by morning — and moves the full archive quietly in the background.

# One run. One weekend. One missed window.

- Agents arrive to two live systems with no clear source of truth
- Historical archive blocks the overnight window — cutover slips to Tuesday
- Automations fire on import — thousands of stale emails hit customers

72%

of IT teams report  
missed cutover windows  
on single-run migrations

*Help Desk Migration / Gartner IT Infrastructure Report, 2025*

*The data isn't the problem. The order it moves in is.*

# Your team needs live data. Not history, on day one.

Open tickets, active contacts, and your knowledge base are the only things that matter before the first agent shift.

A resolved ticket from two years ago has zero operational value at go-live — but it adds hours to your overnight window.

## Run 1 first

Open tickets + contacts + KB only → team is live overnight, history follows safely behind.

## Everything at once

Full archive in one run → window blows past midnight, agents start the week in two systems.



*Think of it like lazy loading — render what the user needs first, stream the rest in the background.*

# Move live data first. Then everything else.

## RUN 1

### Overnight migration

Move only what agents need to operate — open tickets, active contacts, knowledge base. Clears in one overnight window.

**Team live from day one**

## RUN 2

### Background archive

Full closed-ticket history, attachments, audit logs — migrated in chunks around business hours, after go-live.

**History with zero disruption**

*The sequence is fixed: the archive never moves until your team is already live and operational.*

# Three things your team needs by morning

1

## Open & pending tickets

Your live operational workload. Everything agents need to manage queues from shift one.

2

## Active contacts & companies

Context is everything. A ticket without its customer profile breaks the conversation thread.

3

## Knowledge base — all languages

Agents need documentation instantly. Self-service portals must stay live from the moment of cutover.

### What stays out of Run 1

Closed ticket history



Archived attachments



Agent activity logs



Open tickets



KB articles



*Keep Run 1 lean — every extra record risks the overnight window.*

# Multithreading changes the cutover math

**3–4 hrs**

50,000-ticket dataset  
with multithreading

**8 hrs**

Same dataset  
single-threaded

Run a 50-ticket spot check before flipping channels. Disable all automations and map every agent profile first — these two steps alone prevent the most common cutover failures.

# Then bring the complete record

Once your team is live, migrate everything that's left — with no pressure on operations. Interval migration pauses transfers during business hours and resumes overnight automatically.



## Compliance & audit

GDPR, HIPAA and SOC 2 retention requirements — every closed ticket kept on the new platform.



## Agent context

Customers reference old tickets daily. Your agents shouldn't rebuild history from memory.



## Reporting continuity

Accurate trend data, seasonal volumes, and CSAT scores need the full dataset in one place.

**No deadline pressure.**

Migrate in chunks — pause if API limits tighten, resume when traffic drops.

TRY IT ON YOUR OWN DATA

# Run a free Demo migration before you commit

See exactly what moves in Run 1 — and preview how your archive sequences in Run 2.  
No commitment. No downtime. No data left behind.

[Start your free Demo migration →](#)

90+ platforms

GDPR

HIPAA

SOC 2