



**BUILD
EMPIRE**

Migration of your LMS

with BuildEmpire

What is **BuildEmpire**?

We're a Totara Platinum Partner that delivers learning platforms designed for organisations that need scale, flexibility, and reliability.



Why **us**?

We're a perfect match for organisations that want to take their learning platforms to the next level, build better outcomes and get more support and development.

**Modern, scalable
platform**

**Flexible
branding**

**Enhanced learner
experience**

**Reliable and
secure**

**Unlimited
support**

**Integration-ready
by design**

How We **Solve** Key Migration Concerns

Will I lose a lot of data?

No. When you migrate with BuildEmpire, we will work with your existing provider or your team to get a backup of your current site. We will use this as a foundation to begin initial creation of your new platform, allowing us to shape it to ensure maximum engagement.

On migration day, all we need is the final backup of your site. This will allow us to bring over the up-to-date data and prepare your new platform for launch.

Will the platform have a lot of downtime?

No. For migration day, we recommend expecting the platform to be unavailable for the whole day. We'll schedule this in with you at a time that has the least impact for your team, our team & your previous supplier if they're needed.

On migration day, your old platform will be disabled to ensure there is no loss of data. Once the final backup has been restored, we'll hand the platform over to you for final testing to ensure you're happy with everything before unlocking access & releasing the new experience to your learners!

How We **Solve** Key Migration Concerns

What about my custom functionality, plugins or activities?

If you are using custom plugins or code that we do not support, you will lose access to that, but we will discuss this as part of your migration plan, highlighting alternatives which may include using other plugins or even custom build solution if it's business critical.

How long does it take to complete migration?

Migrations vary in complexity based on the the amount of content, volume of users, number of completion records and specific technical requirements, so it's not possible to give an exact timeframe for completion. However, we aim to complete the process within a matter of weeks and will always establish a realistic timeline with you during the kickoff meeting.

How much does it cost?

If you are migrating from Totara and we are able to obtain a full copy of the database from your current partner, migration is typically free. If you are migrating from a different system, the cost is dependent on the scope of work involved in the transition. We will always be transparent and provide a clear breakdown of any migration costs at the proposal stage.

What Customers Had to Say

“You are a **dream** to work with and have made implementation painless.”

Anonymous
Local Council

Astutis.

Anonymous
Astutis

“The whole team at BuildEmpire have been **very responsive and proactive.**”

“The migration from [our previous provider] to BuildEmpire was **seamless**, without any issues.”



Laura Higgs
Polaris

Anonymous
Local Council

“I had **more contact** with you in our migration than we had in the two years with our previous supplier.”

The Key Phases of a BuildEmpire Migration

Phase 1: Discovery and Migration Blueprint

We'll begin with a migration workshop with our dedicated project team who work with you to understand your existing platform, how you use it, pain points and what functionality matters most to you. This will help us identify a clear path forward enabling us to:

- Map all configurations, learning structures, permissions & hierarchies.
- Audit usage of your plugins or identify unsupported functionality
- Assess legacy customisations, and determine their future with the new platform - replace, retired or rebuilt.
- Review any integrations with third party platforms, single sign on, APIs or reporting workflows.
- Define responsibilities, contacts and sign-off processes.

Key Outputs

- A complete "BuildEmpire LMS Data Migration Request" document
- Risk register with mitigation steps and risk owners
- Contact details of necessary key stakeholders, including at existing provider.

This phase ensures no surprises later in the migration process and provides a clear outline for what is expected from all parties.

Phase 1

Phase 2

Phase 3

Phase 4

Post-
migration

Phase 1

Phase 2

Phase 3

Phase 4

Post-
migration

Phase 2: Infrastructure & Environment Provisioning

We provide secure cloud infrastructure hosted in the region of your choice built for scalability, performance and resilience. This typically includes:

- Dedicated production environment running the latest version of Totara
- Optional staging environment testing, training and development
- Scalable file and database storage
- Automated monitoring ensuring maximum platform uptime
- Daily backups, with 7 day retention.

Clients are provided with:

- Full administrator-level access across all of their LMS Platforms
- Visibility of uptime on a dedicated monitoring page
- Access to our support portal after hypercard period.

Phase 1

Phase 2

Phase 3

Phase 4

Post-
migration

Phase 3: Data Migration & Validation

Migration is carried out by our dedicated, experienced and knowledgeable technical team.

The process is carefully staged and validated to maintain data integrity and is tested by our team and yours.

Migration scope typically includes:

- All users on the platform
- Organisational hierarchies, audiences, roles, and permissions
- Courses, learning assets, SCORM content, assessments, and completions
- User profiles, custom fields, and historical learning records
- Supported plugins and applicable configuration settings

Validation & Assurance

- Functional and performance testing
- Plugin compatibility and deprecation checks
- Structured UAT with client stakeholders

Phase 1

Phase 2

Phase 3

Phase 4

Post-
migration

Phase 4: Go-Live & Deployment

The go-live date is agreed collaboratively and scheduled to minimise business disruption, but can be easily rescheduled if unexpected business reasons arise.

Our cutover approach prioritises stability and rollback safety.

Key activities include:

- Final data backup & migration
- UAT by client to ensure final data is correct
- DNS configuration completed to change domain to new platform
- New platform is made live and available to all learners

During cutover:

- Existing platform remains online to ensure a rollback option exists if the new platform is not ready.
- Our technical and project team are booked out for the full day to ensure smooth migration & risk mitigation.
- Client stakeholders will need to be available for final UAT testing and sign-off

Phase 1

Phase 2

Phase 3

Phase 4

Post-
migration

Post-Migration & Ongoing Support

Following go-live, we provide a dedicated Hypercare period to ensure a smooth transition.

Hypercare (Typically 30 Days)

- Daily system health and performance checks
- Direct access to senior developers and engineers
- Weekly check-ins with nominated client stakeholders
- Rapid resolution of post-migration issues

After Hypercare, support transitions into our standard operating model, which includes:

- Monthly tactical service meetings
- Quarterly strategic platform reviews
- Ongoing advisory support covering performance, accessibility, UX, and continuous improvement
- Proactive monitoring of platform uptime


**BUILD
EMPIRE**

Ready to discuss switching?

Talk to our team



Hi Michelle, let's start learning!



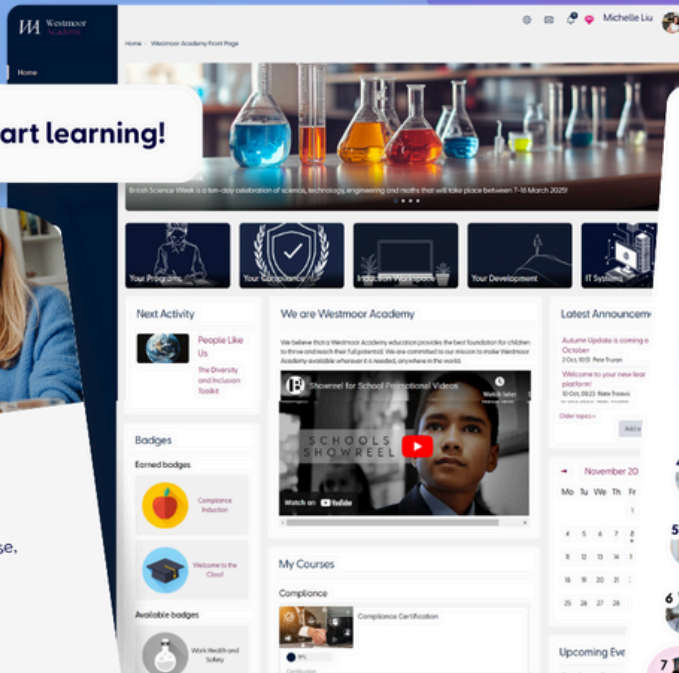
Welcome

Your day one guide!

Onboarding is key. In this kick-off course, you'll learn all you need to know.

1.5 hours

ENROL NOW



Westmor Academy LMS Dashboard for Michelle Liu

Home | Westmor Academy Front Page

British Science Week is a ten-day celebration of science, technology, engineering and maths that will take place between 7-16 March 2020

Your Programs | Your Courses | Your Development | IT Systems

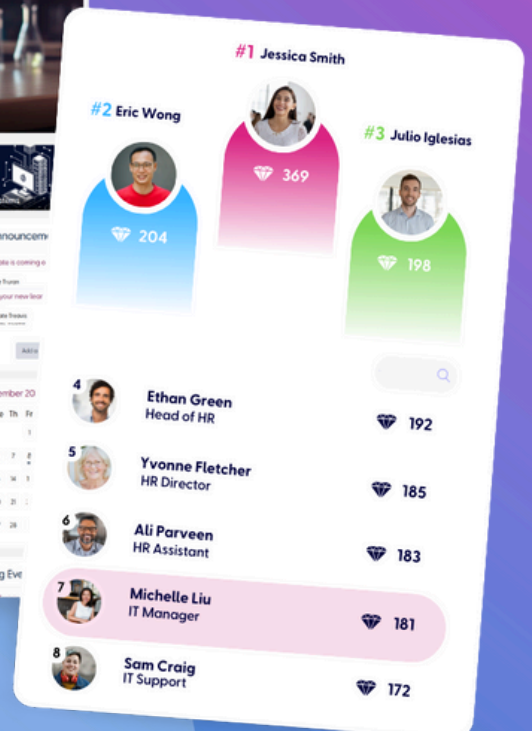
Next Activity: People Like Us (The Diversity and Inclusion Toolkit)

We are Westmor Academy: We believe that a Westmor Academy education provides the best foundation for children to thrive and reach their full potential. We are committed to our mission to make Westmor Academy available wherever it is needed, anywhere in the world.

Latest Announcements: Autumn Update is coming in October 2019, New Fee Term, Welcome to your new learning platform!

My Courses: Compliance (Compliance Certification)

Badges: Earned (Compliance Induction, Welcome to the Club), Available (Work Health and Safety)



Rank	Name	Role	Score
#1	Jessica Smith		369
#2	Eric Wong		204
#3	Julio Iglesias		198
4	Ethan Green	Head of HR	192
5	Yvonne Fletcher	HR Director	185
6	Ali Parveen	HR Assistant	183
7	Michelle Liu	IT Manager	181
8	Sam Craig	IT Support	172