

# MicroStrategy 10 Upgrade with Sandbox Testing

Looking to leverage the latest and greatest features of the MicroStrategy platform by upgrading to MicroStrategy 10? Let the experts at MicroStrategy Professional Services help you ensure a smooth and successful transition. Our experts will work with you to assess the size, scope, and complexity of your upgrade and then guide you through the process.

“A large percentage of a company’s IT budget—up to 80 percent according to some estimates—is spent on keeping old legacy systems afloat, when it could be used for new projects and purchases. When done correctly, incrementally and clearly communicating with all stakeholders, modernizing a legacy system provides almost immediate returns.”

—IT Bi Advisor, July 31, 2017

Contact your Professional Services Director or email [services@microstrategy.com](mailto:services@microstrategy.com)  
Visit us online at [microstrategy.com/services/professional-services/](http://microstrategy.com/services/professional-services/)

## WHAT IS IT

The MicroStrategy 10 Upgrade with Sandbox Testing is a great choice for organizations looking to upgrade their production environments. Using a proven upgrade methodology and industry best practices, our Professional Services team will deliver:

- An upgrade readiness assessment survey
- A risk mitigation/upgrade delivery plan
- A value map detailing the new features and functionality available in MicroStrategy 10
- A detailed plan laying out the work required to successfully upgrade, test, and monitor your environment
- Upgraded certification

End-to-end support throughout planning, executing and monitoring



## WHY YOU NEED A MICROSTRATEGY UPGRADE WITH SANDBOX TESTING

Our consultants know the technology inside and out, and are available to support your organization to help ensure the success of your upgrade to the latest version of MicroStrategy. We take special care to reduce the risk associated with an upgrade by quantifying and assessing the size, scope, and risk of an upgrade, and minimize the disruptive impact on the user community by staging the upgrade process.

We know what it takes to upgrade complex BI environments. Our proven methodology will help you avoid common challenges faced by many organizations during the upgrade process, including:

- A failure to meet the changing demands of the business
- A disruptive impact on the user community
- Unexpected impacts on other systems
- A lack of MicroStrategy-certified resources with upgrade experience

## TYPICAL TIMELINE AND STAFFING

3 - 10 weeks

Using a blended team of 1 MicroStrategy Expert, 1 MicroStrategy Master, and 1 Project Manager

## OUR PROVEN METHOD

Our services professionals have extensive hands-on experience helping clients determine project design and scope. MicroStrategy uses a proprietary methodology that has helped thousands of organizations around the world build a solid foundation for successful business intelligence deployments.

### 1 MicroStrategy Upgrade Readiness Assessment

Assess the business context and value of upgrading your enterprise BI applications to extract the most value from MicroStrategy 10 features and functionality.

**UPGRADE READINESS QUESTIONNAIRE**

**QUESTIONS**

List the environments you currently have. (Dev, UST, Prod, DR) \_\_\_\_\_

Which version of MicroStrategy do you want to upgrade? (eg. v9.4.1 to v10.4.6) \_\_\_\_\_

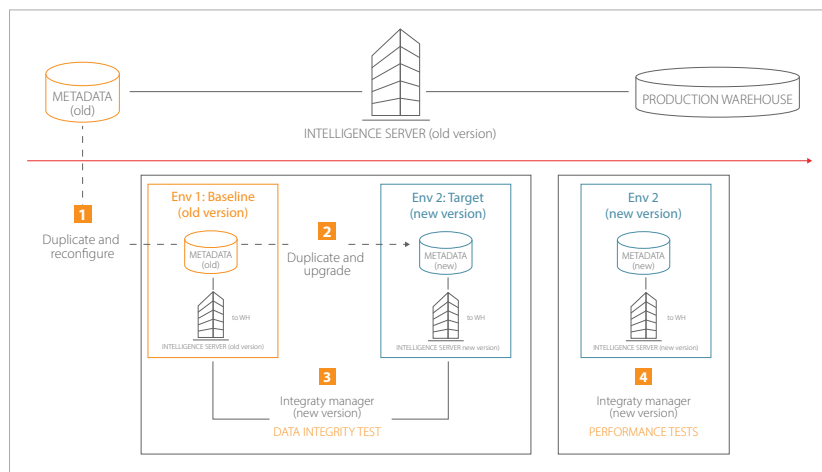
List the projects you have, plus anything that might make them special/out of the ordinary. \_\_\_\_\_  
Will all projects be upgraded? \_\_\_\_\_

### 2 Prepare for the Upgrade

Minimize risk in the planning phase.

### 3 Dry Run: Upgrade Production in a Safe Zone

Identify issues before deploying to the production environment.



### 4 Upgrade QA and Development Environment

Validate the upgrade environment for reduced impact.

### 5 Production Environment Upgrade

Obtain a state-of-the-art upgraded BI enterprise platform.

### 6 Monitor and Support Production

Monitor user satisfaction with the upgrade using objective metrics.

## WHY CHOOSE MICROSTRATEGY PROFESSIONAL SERVICES?

We are a global organization with a local focus, delivering over 11,000 projects to more than 2,000 customers across all major industries. Using the MicroStrategy platform, we deliver world-class expertise to our clients, with the support of the MicroStrategy product engineering, technical support and account teams behind us.

## EXPERIENCE AND EXPERTISE

- Thousands of services customers worldwide across many industries
- We leverage our vast experience to ensure you consider all aspects of a solution and achieve the highest ROI for your investment
- Our rigorously trained and certified consultants know our product better than anyone else in the market

## THOUGHT LEADERSHIP

- We don't just follow best practices, we create them
- We help accelerate and drive real business results that benefit your bottom line, enterprise wide
- We go beyond business intelligence and innovate to deliver the most advanced solutions

## ONE MICROSTRATEGY

- Our success depends on your success
- We work with the backing of the entire MicroStrategy product engineering, support and account teams
- We know your work starts when we deliver, so we continue to partner with you to ensure a high adoption rate, continued positive ROI, and increased BI maturity in the marketplace