



SCENARIO

Data Migration, System Change and Change Management

Plan 8 - 12 weeks ahead

Moving data between systems, adopting a new platform or restructuring how your school uses its tools is **complex and time-sensitive**. Done without the right support, migrations create data errors, staff confusion and lost time. FariaSupport ensures there is a plan, a team and a clear process behind every change.

What schools tell us when change is coming

"We're switching from a legacy system and need to bring across years of historical data"

"We added a new product and don't know how to connect it to what we already have"

"Our data is inconsistent across platforms and we need someone to fix it before the new year"

"We restructured our curriculum and need our unit plans and standards rebuilt from scratch"

Types of changes FariaSupport covers

Data Migration

Moving historical records, transcripts, student profiles, classes or timetables from a previous system or legacy platform into ManageBac+, OpenApply, SchoolsBuddy or Atlas.

Platform or Workflow Change

Restructuring how your school uses a Faria product - new curriculum approach, admissions redesign, activity programme overhaul, or adding a new Faria product to your ecosystem.

Data Cleaning and Correction

Correcting inconsistent, duplicated or outdated data across platforms - including sync cross-checks, standards crosswalks, CSV corrections and user profile standardisation.

How Faria manages a migration or change - phase by phase

Phase	What happens	Who is involved	Plan requirement
1. Scope	Your SEM reviews the request with the Services team. Scope, timeline and pricing confirmed before any work begins. Written approval required for chargeable tasks.	SEM, Services team	All plans
2. Prepare	Data is reviewed, cleaned and formatted for import. Templates revised, custom standards or crosswalks set up as needed. Test environment used if available.	Services team, school admin	All plans Premium: sandbox
3. Migrate	Bulk import executed - users, classes, transcripts, timetables or curriculum data. Sync cross-checks run across linked platforms to ensure consistency.	Services team	Standard: scoped Premium: expanded
4. Train	Staff trained on the new structure or workflow. Sessions tailored to the change. Recordings provided for future reference.	Training team, SEM	Standard: credits Premium: no limit
5. Verify	School confirms data accuracy. Any corrections actioned. For Premium: hands-on task assistance to support post-migration.	SEM, Services team, school	Premium: hands-on

Professional Services

Data tasks scoped and priced before starting. Essential: \$80/hr. Standard & Premium: included.

Data Migrations

Essential and Standard: \$100/course. Premium: up to 50% off or waived within set scope.

Custom Sandbox

Premium schools may access a dedicated test environment for integrations or workflow testing.

What each plan gives you when change is coming

Essential

- Data tasks scoped and quoted at \$80/hr before starting
- Migrations available at \$100/course
- Approval required before work begins
- Self-service help centre for staff guidance

Standard

- Professional Services scoped and included within agreed scope
- SEM coordinates the project with Services team
- Training held for staff affected
- Migration support at \$100/course

Premium

- Expanded hands-on task assistance - actioned directly by the team
- Book data migrations at reduced cost
- Dedicated sandbox environment for testing
- SME consultations for complex restructures or district alignment