iSalus AWS Data Center Migration

Last Modified on 12/02/2025 11:30 am EST

Migration Details

Why are we migrating?

This migration represents our commitment to providing you with the best possible healthcare technology platform through our new AWS infrastructure. Here are some of the benefits:

- Future Proof Infrastructure
 - Access to cutting-edge AWS services and innovations.
- Advanced Security
 - o AWS's enterprise-grade security infrastructure with enhanced HIPAA compliance.
- Better Scalability
 - Seamless scaling to accommodate growing healthcare demands.
- Improved Disaster Recovery
 - o Enhanced backup and recovery capabilities for business continuity.

Migration Completion Date & Information

- **Timeline**: The migration of our services from datacenter to Cloud will begin in _____ and will be complete by the end of _____.
- Hours: The migrations occur during normal maintenance windows on Tuesdays and Thursdays from 9-10 pm EST. Interruption in service is not expected during these times.
- Time Zone: All times are referenced in Eastern Standard Time (EST).
- Communication: Real-time updates can be found via our status page:
 - Customer Status Page: https://isalushealthcare.statuspage.io/#

Pre-Migration Required Actions

The following action is required if you currently whitelist our IP addresses:

To ensure uninterrupted access to our services during and after our AWS migration, please update your firewall or network *allowlists* and add the following IP addresses prior to _________, 2026:

???.???.?.? ???.???.?.? ???.???.?.?

Keep your current IP addresses in place until we communicate that they are safe to remove.

Failure to update will result in service disruption. If you do not currently whitelist our IP addresses, no action is required.

Post-Migration Checklist

Actions required after migration is completed:

- Re-login to all apps and portals
- Validate workflows and integrations

Support & Escalation

When to contact Support:

- Unable to access systems
- API integrations not functioning properly
- Data appears missing or corrupted
- Performance issues or system errors

If support is needed use one of the following options:

- Create a New Support Ticket (click Here for instructions)
- Send an email to support@isalushealthcare.com
- Call the Support Team: 877.280.6640

FAQs

Will there be any data loss during the migration?

No, all data will be securely transferred with integrity verification.

How will I know when the migration is complete?

You'll receive a status page update confirming completion.

What if I encounter issues accessing the system after migration?

Contact our support team immediately for assistance.

Will system performance be affected after migration?

 $System\ performance\ should\ improve\ due\ to\ AWS's\ enhanced\ infrastructure\ capabilities.$

Do I need to update any firewall or security settings?

Yes, you will need to update your firewall or network *allowlists* and add our IP addresses (see the pre-migration required actions).

Do you have a failover plan in case the migration doesn't go well?

Yes, we have a comprehensive failover plan. If any issues arise, traffic can be immediately redirected back to our current data center. We gradually shift traffic to AWS and can quickly revert if needed, which is why this is conducted during a scheduled maintenance window.

Can my organization be excluded from this migration?

No, all customers and partners will be migrated to the new AWS infrastructure. This migration is essential for improving platform stability, security, and performance for all users. There are no exceptions to this process.