

CUSTOMER SUCCESS

smartShift Seamlessly Upgrades IPM Software's Property Management Platform on AWS Cloud

IPM Software is a provider of property management, accounting and compliance solutions for the affordable housing industry, serving hundreds of clients with its contract administrator solutions. IPM was acquired by MRI Software on October 10, 2018. smartShift designed and implemented IPM's Application Systems running CornerStone Applications on Microsoft Windows servers and has provided Managed Services from then on.

Challenge

IPM hosts their business application workloads on Windows Server 2008 R2. Microsoft announced January 14th, 2020, as the end of their support for this operating system. This meant that there would be no more security and non-security patch updates or support available for IPM's critical systems. smartShift recommended an upgrade to the latest version of Windows Server.

Approach

smartShift developed a strategic approach to perform an in-place upgrade of all of IPM's Windows systems in the AWS cloud. The upgrade was carried out in 2 phases, taking into consideration that a Windows Server 2008 R2 instance can only be upgraded to Windows Server 2012 R2. Once on 2012, the upgrade to Windows Server 2019 is possible. smartShift performed this transition by utilizing a temporary server running Windows Server 2019 configured as the active Domain Controller system, ensuring an error-free, seamless migration. As part of the migration, smartShift also upgraded outdated Citrix PV drivers to the latest PV drivers provided by AWS.

Result

smartShift seamlessly migrated all of IPM's outdated Windows workloads on AWS to Windows Server 2019, hosted on the latest generation of AWS instances. IPM continues to enjoy top-notch support with no impact to their business-critical applications, data or operations.