

# Ingres 11.2 and server migration services

Ensuring a smooth transition from Ingres 11.0

**Capita One Revenues and Benefits end of year release (due December 2022) will only run on Ingres 11.2.**

Act now to prevent service disruption.

## Why is it important?

Software is constantly evolving and is often subject to security improvements. Ingres, the underlying heart of Capita One Revenues and Benefits, is no different.

A database migration is unlike a standard upgrade process. It's a complex procedure that should only be delivered by technical administrators that have Ingres database management experience and expertise.

It's important to take action to ensure your revenues and benefits team continues to operate Capita One Revenues and Benefits, whilst retaining compatibility and support with the software provider.

## Who's impacted?

Any UK local authority operating on Capita One Revenues and Benefits software.

## How can we support you?

We've a team of skilled Ingres DBA technicians that can support the migration.

Whether you currently operate on a Red-Hat Enterprise Linux, Windows Server, Oracle Solaris or IBM AIX platform, we'll work with you to ensure the move is aligned with your timescales and is as seamless as possible.

- 1 Save time – free up your resource to focus on other tasks
- 2 Peace of mind – with our due diligence checks and recommendations
- 3 You're in safe hands with our experienced team



Release 94 will only run on Ingres 11.2 using either Red-Hat Linux 7 or Windows Server 2016/2019

**Learn more:**

[civica.com/systemsupport](https://civica.com/systemsupport)

**Contact email:**

[localgovernment@civica.co.uk](mailto:localgovernment@civica.co.uk)





Read our case study on **Watford and Three Rivers Councils** safeguarding service delivery with a reliable and robust system support service from Civica.

## Migration service:

- Server due-diligence checks and recommendations
- Software installation and data migrations, including environment configuration
- Replication of all database environments
- Reconfiguration and testing of connected peripheral systems
- Interface and bespoke script reconfiguration
- Management and resolution of test fault issues
- Project and server build documentation
- Live software installation and data migrations completed out-of-hours with no downtime
- Dedicated technical support (pre and post go live)

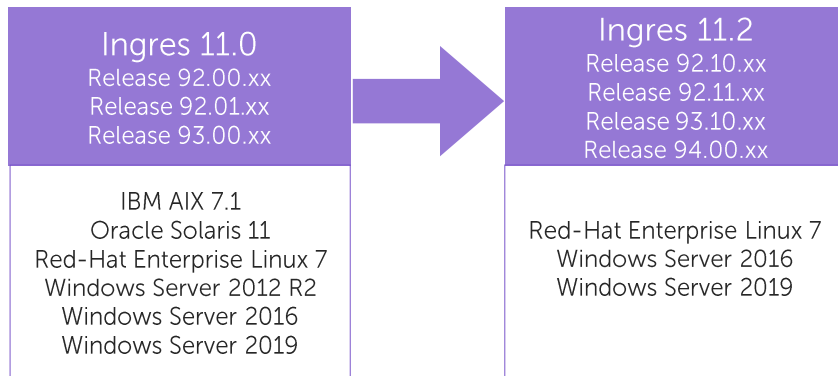
## Why not combine services?

End of support for IBM AIX 7, Oracle Solaris 11 and Windows Server 2012 R2 is fast approaching; the last supported Capita One Revenues and Benefits release on these platforms will be release 93.01 – due August 2022.

If you're looking to migrate from any of these platforms, or to a later version of Windows server – we can help and undertake your Ingres 11.2 migration at the same time.

*"Being able to tap into Civica's software and DBA experience has been invaluable, as those skills are very hard to come by."*

Jane Walker, Head of Revenues and Benefits, Three Rivers District Council



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