

Support Ticketing System

Modernization to PaaS Services on Microsoft Azure

osTicket is a widely-used open-source support ticket system that seamlessly integrates inquiries created via email, phone, and web-based forms into a simple easy-to-use multi-user web interface. Being the world's most popular customer support software, Corent selected osTicket to be deployed on Microsoft Azure with high availability on a global scale.

Challenges:

- osTicket application running on AWS must be migrated to Microsoft Azure with PaaS services modernization.
- Feasibility of migrating the application to PaaS services must be assessed without affecting the security policies configured on AWS.
- Application workloads suitable for modernization on Microsoft Azure, such as PaaS, must be identified.
- After migrating to VM and PaaS services on Microsoft Azure, osTicket application must be configured appropriately to make it up and running.

Under Corent's OpenSaaS Initiative™, several open-source applications were converted into SaaS. Corent handpicked some of the applications for modernization and osTicket was one among them to be selected, assessed, migrated, and modernized.

Solution:

- MaaS assessed osTicket and generated detailed reports explaining the feasibility of migrating to Microsoft Azure, thus enabling a rapid migration.
- The application was assessed and migrated by MaaS with minimal ports opened on the firewall in AWS security policies.
- MaaS scanned the application and recommended appropriate PaaS services on Microsoft Azure for all the workloads.
- A hybrid migration—including re-platforming and PaaS—with proper configuration was performed by MaaS automatically and osTicket was made operational on Microsoft Azure.

BENEFITS:

- ✓ Cloud-to-Cloud migration.
- ✓ Adherence to the existing security measures.
- ✓ Cloud modernization advisories.
- ✓ Automated data synchronization with launched Cloud services.

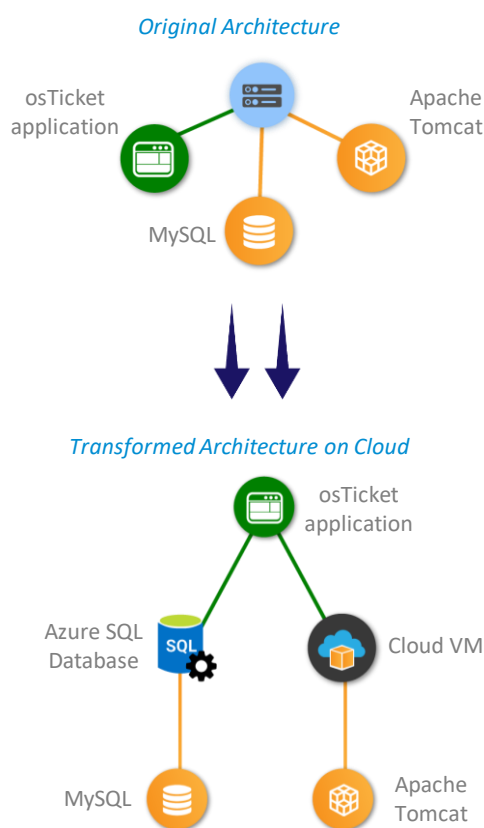
Result:

MaaS analyzed the osTicket application for a Cloud-to-Cloud migration and generated Cloud feasibility reports that helped in identifying a suitable migration strategy. MaaS migrated osTicket to Microsoft Azure within a short time, replacing selected application workloads with Azure PaaS services. This pragmatic modernization approach enabled osTicket to further enhance its ability to easily scale and streamline any organization's customer support capabilities and drastically improve customer experience.



MaaS analyzed the feasibility of performing a Cloud-to-Cloud migration of osTicket to Microsoft Azure while modernizing its workloads into Azure PaaS Services and executed the migration masterly.

Architecture Diagram:



This application was developed using PHP platform as a single-tier application and hosted on Apache HTTP web server with MySQL as database server.