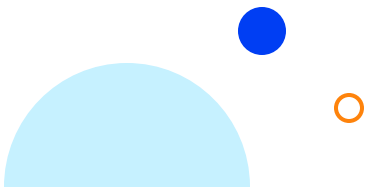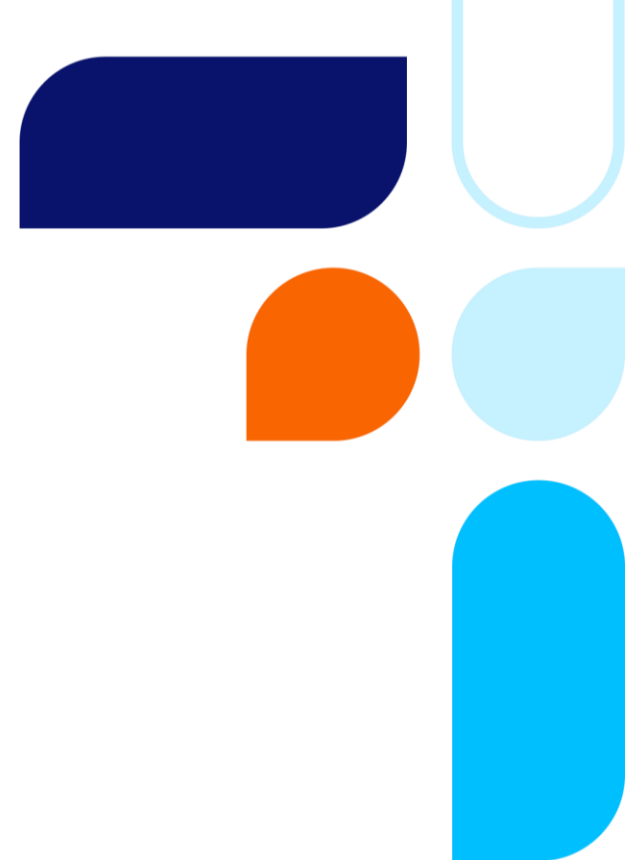# Updox AWS Data Center Migration

Customer and Partner Communication Overview

Why We're Migrating

- **Future Proof Infrastructure**

  o Access to cutting-edge AWS services and innovations

- **Advanced Security**

  o AWS's enterprise-grade security infrastructure with enhanced HIPAA compliance

- **Better Scalability**

  o Seamless scaling to accommodate growing healthcare demands

- **Improved Disaster Recovery**

  o Enhanced backup and recovery capabilities for business continuity

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Migration Details

Migration Completion Date: End of August

- The migration of our services from datacenter to Cloud began in June and will be complete by the end of August.

- 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.

Important Information

- **Time Zone:** All times referenced in Eastern Standard Time (EST)

- **Communication:** Real-time updates can be found via our status pages:

  - Customer Status Page: https://status.updox.com/

  - Partner Status Page: https://partnerstatus.updox.com/

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Customer and Partner Pre-Migration Required Actions

Update IP Whitelist Required by October 1, 2025

Action required if you currently whitelist our IP addresses:

To ensure uninterrupted access to Updox services during and after our AWS migration, please update your firewall or network allowlists and add the following IP addresses prior to October 1, 2025:

3.149.160.107
3.149.87.218
3.149.46.189

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

Important: Failure to update will result in **service disruption**.

If you do not currently whitelist our IP addresses, no action is required.

Post-Migration Checklist

- Re-login to all apps and portals

- Validate workflows and integrations

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Support & Escalation

Customer Support

- **Primary Support Contact:** https://www.updox.com/support

- **Status Updates:** https://status.updox.com/

Partner Support

- **Partner Support Contact:** partnersupport@updox.com

- **Partner Status Updates:** https://partnerstatus.updox.com/

✅ **Support Availability**

- Our customer support team is available 8 am-6 pm ET Monday-Friday

- Our partner support team is available 8:30 am-5:30 pm ET Monday-Friday

📋 **When to Contact Support**

- Unable to access systems

- API integrations not functioning properly

- Data appears missing or corrupted

- Performance issues or system errors

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FAQs

Q: Will there be any data loss during the migration?

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

Q: How will I know when the migration is complete?

A: You'll receive a status page update confirming completion.

Q: What if I encounter issues accessing the system after migration?

A: Contact our support team immediately for assistance.

Q: Will system performance be affected after migration?

A: System performance should improve due to AWS's enhanced infrastructure capabilities.

Q: Do I need to update any firewall or security settings?

A: Yes, you will need to update IP allowlists. Please see instructions on slide 4.

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FAQs

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

A: 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.

Q: Can my organization be excluded from this migration?

A: 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.

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