

Technical Communications

# Euro SaaS Azure Migration

Last Updated:

3 June 2026

A large blue L-shaped graphic in the bottom right corner, consisting of a vertical bar and a horizontal bar meeting at a right angle.

# Overview of what's happening

We are migrating Forsta Plus sites from Rackspace to Microsoft Azure cloud globally. All Forsta Plus client projects and solution configurations will be migrated from the current site to the Microsoft Azure cloud site.

For this migration we have chosen a “lift and shift” approach meaning that the entire platform will be migrated ‘as is’ ensuring data safety and integrity.

Post-migration, all data will continue to reside within its original territory. Data is not moving outside of its original territory as part of this migration.

## Dates

The migration will be performed over the weekend of 5<sup>th</sup>-7<sup>th</sup> June 2026.

## Downtime

During the migration, there will be complete downtime affecting all parts of the system, including respondents, professional users, and end users. The system will be inaccessible starting at 16:00 CEST on Friday, 5 June 2026 and will be back up and running by 16:00 CEST on Sunday, 7 June 2026. Once the migration is complete, we will send another email and update the status on our [status page](#).

## Security

Azure is one of the most respected and trusted cloud platforms in our industry, with an outstanding array of security and data management features. Azure prioritises security and compliance, with a range of built-in security features and compliance certifications for various industry standards and regulations. As security threats evolve, Azure will continue enhancing its security measures to address emerging challenges.

The migration will introduce a higher level of scalability based on site usage and improved security features.

## Compliance

Target Azure environment will undergo compliance review to have the same SOC 2 Type II compliance as current site.

## Impacted areas and instructions for clients.

The “lift and shift” migration strategy ensures integrity of customer data and the exact same state of the system as before the migration.

However, some small changes will still be required to be done by customers, such as:

- IP whitelisting
- New Ingress IP address: 51.145.109.140
- New Egress IP address: 51.145.109.141
- DNS configuration for emailing and custom URLs
- SSO (single-sign on)

Detailed instructions will follow with the next technical communication from us.

## What's happening to the existing Rackspace site

Post-migration, you will not be able to access the old Rackspace site. We will decommission the old Rackspace site by 30<sup>th</sup> June.

All current URLs will point to new Azure environment post-migration.

## Test Migrations

We will be performing a series of test migrations leading up to the final migration on the weekend of 5-7 June. During these test migrations, the production environment will not be affected.

# FAQ

## Frequently asked questions are categorised as follows:

1. Access
2. Changes
3. General
4. Migration details
5. Security

## ACCESS:

**Q:** Where will I login to Forsta Plus after the migration?

**A:** You can login at [uk.hxplatform.com](https://uk.hxplatform.com). However, you will be able to use the same URLs as before the migration to login to the platform post-migration.

**Q:** Will new log in credentials be required to log into Forsta Plus after migration to Azure Cloud site is complete?

**A:** All systems will be accessible with current credentials.

**Q:** Will new login credentials be required to log into sFTP?

**A:** No, you will continue to use the same login. You will need to adjust the IP address and whitelist if applicable.

## **CHANGES:**

**Q:** Will the platform's user interface undergo any changes, and will there be any other noticeable differences compared to what Forsta Plus looks like today?

**A:** No, changes will be made to the user interface nor other visual aspects of the platform.

**Q:** Will there be any changes made to email send out service as part of migrating Forsta Plus to Azure Cloud site?

**A:** Our current email send-out service supplier will be replaced by AWS based in the UK territory. You will need to update your DKIM and SPF records if you currently have your own domain name.

We will work with you to update this prior to migration.

**Q:** Will there be any changes to Forsta URLs?

**A:** The new URL will be: [uk.hxplatform.com](https://uk.hxplatform.com). However, you will be able to use the same URLs as before the migration.

**Q:** Do we need to do anything to support our custom URLs?

**A:** Yes, we strongly recommend that you use CNAME records for your custom domains. This is to help ensure that you do not lose access to our site in case of DDoS attacks where we need to quickly change IPs.

On our Azure sites, we are using [Let's Encrypt](#) as a Certificate Authority (CA) generating certificates on our client's behalf. If you utilize Certification Authority Authorization (CAA) record, you will need to allow Let's Encrypt as a certificate authority.

We will contact customers who require changes prior to the migration weekend to make any necessary changes.

Once changes are complete, we will verify on our end.

**Q:** Will the default survey deployment address change post-migration for all surveys?

**A:** There will be no changes to the default deployment domain (survey.euro.confirmit.com). All new surveys will be deployed using the original deployment domain. All existing surveys will still be available via existing URLs.

**Q:** Do we need to make any changes to our SSO setup for the migration?

**A:** Our Forsta Plus Support team will contact all clients using SSO prior to the migration to make the required changes.

**Q:** If we're using IP whitelisting, will we need to whitelist new IP addresses?

**A:** Yes, but we recommend whitelisting URLs instead. If you need to whitelist IP addresses, please let us know and we will work with you.

**Q:** Will links to web surveys be affected due to Forsta Plus being moved to Azure Cloud site?

**A:** URLs to web surveys will not change, but IP addresses will change. As long as you use URLs in your links, nothing will change.

**Q:** Will SFTP links be affected due to Forsta Plus being moved to Azure Cloud site?

**A:** The Forsta Plus SFTP will receive a new URL. However, the current URL will be rerouted and will continue to work post-migration.

**Q:** Will there be any changes made to File Library storage limits affecting storage pricing after Forsta Plus is migrated to Azure Cloud site?

**A:** No changes will be made to existing storage limits, nor costs associated with existing storage limits.

**Q:** I use Salesforce Connector, will I need to change anything?

**A:** If you're using the Salesforce Connector, you will need to reauthorize all salesforce related jobs on the Forsta Plus side post-migration.

**Q:** Will there be any changes to the server time on the Azure Cloud site?

**A:** Yes, the server time will change from GMT to UTC moving forward. All historical data will remain with the original GMT timestamp that the data was collected in. Post-migration, all data will be timestamped in UTC.

**Q:** Will any features be sunset with the migration to Azure?

**A:** Yes, as part of our upcoming migration to Azure in June, the following features will be sunset:

— Global Search in Professional Authoring

- The Results tab for questions in Professional Authoring
- Bitstream Files for Reportal

To ensure continuity and maintain access to the same underlying capabilities, the following alternatives are available:

- Global Search: Use the search functionality in Survey Designer (localized content only)
- Result Tab: Use Fieldwork reports, available from Survey Designer
- Bitstream Files: Use Reporting data available from the Reporting menu in Professional Authoring

These changes are designed to align functionality with our Azure architecture while continuing to support core workflows through updated tools.

## GENERAL:

**Q:** Where will the Euro Azure Cloud site be located?

**A:** United Kingdom

**Q:** Why is Forsta HX Platform being moved from Rackspace to Azure Cloud?

**A:** Azure benefits include:

- Microsoft's extensive ecosystem and continuous innovation, providing access to cutting-edge technologies and solutions
- Complies with in-country data residency
- Built-in and improved monitoring capabilities
- Azure's SLAs ensure high levels of service availability
- Improved run time resilience and disaster recovery

**Q:** What improvements to uptime, stability and system resilience are we expected to see?

**A:** Some platform improvements include the following:

- Disaster Recovery will get a set RTO (36 hours) and RPO (4 hours)
- Geo-replication of backups to Azure paired region
- Azure Traffic Manager ensures quick failover to paired region in case of DR
- "Everything IaC" ensures quick and accurate deployment of DR site resources
- Application is deployed with Azure Availability Zones by default to ensure better runtime resilience

**Q:** What enhancements in platform performance and scalability can we expect to see?

**A:** We will have dynamic, automatic and minute-quick scaling of compute nodes and application instances to meet changes in resource requirements near real-time.

We'll also have Azure Front Door built-in content caching and dynamic site acceleration will reduce latency for global users.

**Q:** Are there any expected updates to support SLAs, responsiveness or turnaround times?

**A:** SLAs will remain as they are, and we will continue to meet response and turnaround times.

**Q:** Will the migration to Azure reduce future maintenance windows or downtime frequency?

**A:** We will continue to keep the same maintenance windows moving forward: Forsta Plus's US and Euro maintenance windows are Monday through Saturday between 1:00am and 1:30am EST/EDT (7:00am and 7:30am CET/CEST) for scheduled, normally non-disruptive changes, and Sunday between 1:00am and 3:00am EST/EDT (7:00am and 9:00am CET/CEST) for changes that may cause partial operation disruption.

Like this migration, anything that falls outside of those maintenance windows will be communicated to you.

**Q:** Are there any additional advantages enabled by moving to Azure?

**A:** There are several additional advantages in security and performance that will be enabled, including:

- Layer 7 Web Application Firewall (WAF) with managed rules for OWASP vulnerabilities increases rollout speed of Firewall rules
- DDoS protection integrated with Azure's backbone with dynamic scaling to absorb volumetric attacks
- Global Azure Policy management process improves speed and accuracy of security policy rollout
- GitOps procedure for IaC changes ensures quick, accurate and peer-reviewed change management

**Q:** Will interview progress be lost due to migration?

**A:** No submitted data will be lost during the migration.

However, suppose a respondent is in the middle of answering 10 questions on a page and has not moved to the next page when we shut down the platform. Those answers will not be saved and when they go back to complete the survey after the migration, they will need to answer those questions again.

Interviewing will not be available during the downtime. Post-migration, respondents will be able to pick up from the top of the last page they visited pre-migration.

**Q:** How much of this information can we share with our end-clients and third-party partners?

**A:** It is very important that the details of the migration are communicated to end-clients and third-party partners due to the downtime over the migration weekend.

## **MIGRATION DETAILS:**

**Q:** How long will the existing SaaS site be accessible?

**A:** The existing site won't be accessible after the migration; all existing URLs will be repointed to the new Azure environment. The current Rackspace environment will be blocked for external connections.

**Q:** How will Forsta Plus site migration to Azure Cloud be managed?

**A:** We have already performed a successful migration from Rackspace to Azure Cloud and will perform at least two test migrations prior to the migration weekend.

Our internal teams are all working in close collaboration through testing to work towards a successful migration.

During this time, if you have any other questions, please contact our Migration Project Manager, Emily Gaudette ([AzureNotifications@forsta.com](mailto:AzureNotifications@forsta.com)).

**Q:** Will the migration cause downtime limiting access to Forsta Plus?

**A:** Yes, there will be full site downtime from 16:00 CEST on Friday, 5 June 2026 and will be back up and running by 16:00 CEST on Sunday, 7 June 2026.

**Q:** How will client data be migrated; is there a risk for data loss?

**A:** The entire platform will be migrated using a "lift and shift" process ensuring data safety and integrity. Client data will be moved using migration tools allowing for a smooth, automated process. We aim to minimize any disruptions and potential data loss. We will create back-ups for migrated inventory items and ensure all items on the migration inventory list are migrated.

In the week leading up to the migration, we will be backing up/copying a majority of the data. When we close access to the site on Friday, 5 June at 16:00 CEST, we will perform a final data backup so that we have all data from the Rackspace site.

**Q:** Is there a rollback plan if something goes wrong with the migration?

**A:** If something goes wrong during the migration window or there are severe issues that cannot be resolved in time to go live, we will continue to use the original site as is. Nothing on the current site will change during the migration process, and we will make this call by 12:00 on Sunday, 7 June.

**Q:** Can clients run live surveys while their data and solution configurations are being migrated?

**A:** No. During the migration weekend the whole system will be down and not accessible to any clients - professional or end users.

**Q:** How will the migration downtime affect data collection, APIs, automated scripts and scheduled reports?

**A:** The Forsta Plus site will be inaccessible during the migration downtime, and anyone who tries to access the site will see a maintenance message.

- Data Collection will be halted during this period
- APIs will not run
- Automated scripts will not run
- Scheduled reports will not run
- At the start of the migration, we will pause our task manager so that no tasks are trying to run during the migration. Once data is migrated and the site is ready, we will turn the task manager back on so that those can start running again before the site is live.

**Q:** Will queued jobs (compilation, archive library, exports, reports, automations) automatically resume once the platform is restored?

**A:** Yes, all queued jobs will be paused as we shut down the site for the migration and will be turned back on when the Azure site is ready.

## **SECURITY:**

**Q:** Will my data be secure?

**A:** Azure is one of the most respected and trusted cloud platforms in our industry, with an outstanding array of security and data management features. We see this migration as an improvement / advancement of our security measures.

**Q:** Will Azure enable BYO encryption?

**A:** This is currently not available on Forsta Plus, however, Forsta R&D will set out to build the feature in Forsta Plus.