Can Exalate help me plan a migration?

Last Modified on 01/21/2026 12:42 pm EST

Yes, Exalate provides multiple support options to help you plan your migration from Classic to New Exalate. Aida AI, available within the platform, helps you plan and scope integrations, making it useful for understanding how to structure your migration. The AI assistant analyzes your existing script rules and system context to provide guidance on implementing integrations effectively.

The Pro plan includes proof-of-concept support, which specifically helps organizations validate their migration approach before fully committing. This support tier gives you access to early access connectors and everything included in lower plans, along with dedicated assistance during the planning phase. Scale subscribers receive standard support, while Starter users have access to community resources.

For larger migrations, the Enterprise plan offers priority support with 2x faster response times, ensuring your planning questions receive immediate attention. Enterprise customers also benefit from tailored payment terms and billing flexibility, which helps align migration costs with your organization's budget cycles. This tier includes optional new connector development if your migration requires custom integrations not available in standard offerings.

The unified console's ramp-up flow via web app guides you through the migration process step by step. You can import your existing connections, test them using Test Run functionality, and validate configurations before switching production traffic. Aida AI provides context-aware suggestions throughout this process, explaining errors and helping you adapt Classic scripts to New Exalate's enhanced capabilities. The documentation at docs.exalate.com also features Aida assistance for planning new integrations, giving you self-service resources alongside professional support options.