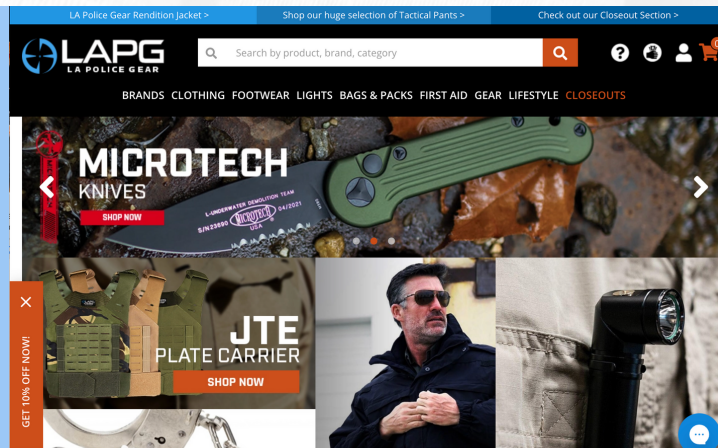# LA POLICE GEAR

BIGCOMMERCE V2 TO V3 PRODUCT MIGRATION CASE STUDY

LA Police Gear, Inc was founded in 2001 by Los Angeles-area Police Officers who were tired of not being able to find all the police and tactical gear they needed in one convenient place.

www.lapolicegear.com

OBJECTIVES

Migrate BigCommerce store, LA Police Gear, from version 2 to version 3 of the platform's product experience.

In order for the merchant to take advantage of the platform's multi-storefront functionality, upgrading the product experience to the latest version was a requirement. While v2 is not being sunsetted, the v3 product experience offers greater ease in creating and editing products and versatility in the options a store owner can create for products.

Before engaging Your Store Wizards, LA Police Gear considered using an app and the app developer's add-on option for additional migration support. While the app offered a solution to migrate using a combination of automation and additional fee hands-on support, the client was seeking a more white-glove solution.

SOLUTION

Your Store Wizards built a custom migration tool designed not as a self-service app, but one that is used by our development team to complete the process using a combination of automated and manual tasks.

The entire process, which can take several hours, is completed entirely by one of our developers who monitors each one of the migration steps and mitigates any issues as they come up to ensure success.

BENEFITS

Developer-Led Migration Process

Unlike available apps that offer the ability for a store owner to migrate, our service is completed 100% by a developer.

Less Downtime & 100% Success

Our hands-on approach to the migration process begins early-on with a pre-migration review to address issues days/weeks before beginning. This ensures any potential issues are mitigated before the migration, rather than during, to reduce downtime and ensure a successful migration.

YOUR STORE WIZARDS

AT A GLANCE

CHALLENGES

- 37,000+ Unique SKUs
- Image Swaps on Variants
- Inventory on Variant Level
- Minimize Downtime

OUTCOME

- Ability to Enable Multi-Storefront
- Easier Process to Create New Items
- More Flexibility in Product Options
- Migration Completed in 2/3 the Amount of Time Originally Estimated

> *Working with the team at YSW on our v2/v3 Big Commerce migration was a great experience. They kept in constant communication, let us know what was going on and what to expect. They even managed to finish in less time than originally planned. Everything was done with such attention to detail that we felt very confident going into it. Don and the team are the best!*

MARK HEDMAN
CEO LA POLICE GEAR

v2 to v3
PRODUCT MIGRATION

Migrating from v2 to v3 in BigCommerce can be a complicated process, which many store owners prefer not to handle themselves. This is because all items that have options, modifiers, and rules are affected by the migration process, requiring the removal of v2 attributes and replacing them with the v3 version. Not only is this time-consuming, but it can also be overwhelming.

Your Store Wizards has extensive experience in managing and migrating BigCommerce data and has developed a 10-step process to simplify the v2 to v3 migration for store owners. By choosing our service, you can upgrade your store to the latest BigCommerce product experience with ease and receive white-glove service throughout the entire process.

Unlike using an "app" to complete the upgrade, we manually review, test, and quality check your product data to ensure a successful migration. Although this is a more labor-intensive process, it guarantees that all your items will have valid options, modifiers, and rules correctly applied post-upgrade.

OUR 10-STEP PROCESS OVERVIEW

Step 1:
Store owner installs our v2 to v3 access tool from the BigCommerce app store.

Step 2:
We review current data and look for any anomalies or issues, or things that may be unsupported. We will provide a report listing any issues and a breakdown of the items that may require changes.

After resolving all data issues, we perform another review and a test migration. If there are still issues we will provide another report. If not, we will provide access to a staging store so you can review how the data will look post migration in your store.

Step 3:
After the data in the staging store is reviewed and approved we'll outline the full schedule of events on upgrade day and give an estimate on downtime.

Step 4:
A few hours before the scheduled upgrade, adding or updating products should be paused. Customers can still place orders while we perform last-minute tests before the upgrade which includes downloading all products from the store into our database and staging store for one final review.

Step 5:
When it's time to close off the store to visitors, we will post a message about the store being down for maintenance with an expected re-open time, which is based on our estimates as to how long the entire process will take.

Step 6:
Once closed we begin removing all options, modifiers, and rules from existing items. If inventory is set at a variant level, we back that information up.

Step 7:
After all options, modifiers, and rules are removed, we will begin the process to upgrade to the v3 product experience.

Step 8:
Once complete, we inject options and modifiers into products. Existing rules will be converted, as needed, to modify the appropriate variants. Options will be split to options or modifiers depending on if they create variants. Finally, variant level inventory is reinjected into the store.

Step 9:
Once all options, modifiers, and rules have been injected, we run a validation check to see if there are any issues or errors that need to be resolved, then make adjustments where needed.

Step 10:
Store is made live and the migration to the v3 product experience is complete!

Support Every Step of the Way!
During the upgrade process, we'll communicate with you as each step is completed. Post-update, we're here to assist with any questions you may have with v3 and your data. We're committed to making sure you have the smoothest transition possible.