

➤ MIGRATION PLAYBOOK **UPGRADING TO GENESIS FOODS**

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INTRODUCTION



We are excited to introduce you to Genesis Foods, Trustwell's next-generation cloud-based solution designed to enhance your product development and nutritional analysis processes. This playbook will guide you through the steps to ensure a smooth and successful upgrade from Genesis Classic to Genesis Foods.

Why Upgrade? Genesis Foods is Trustwell's next-generation cloud-based platform, offering a modern interface, enhanced features, and improved performance.

Key Benefits for Customers:

- Access to a cloud-based platform with secure data management
- Modernized user interface for improved efficiency
- Ongoing product enhancements and feature releases

What This Means for You: Your organization will transition from using Genesis Classic to Genesis Foods. This guide will walk you through the steps to prepare for, execute, and complete your upgrade successfully.

The upgrade process consists of three key phases:

- (1) Opting in and getting access to Genesis Foods
 - (2) Data validation and testing in a private environment with your data
 - (3) Schedule your Migration date
 - (4) Final upgrade to the Production Environment
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UPGRADE OVERVIEW



Step 1: Opt-In

Complete the opt-in form to initiate your upgrade to Genesis Foods. This allows us to create a private Preview Environment containing your organization's data for you to verify that all of your data migrated successfully.

- Complete the Opt-In Form to initiate the upgrade.
- Trustwell Support will retrieve your database (cloud) or request a backup (local).
- Your data will be prepared and placed into a private Preview Environment.
- You will receive login credentials for the Preview Environment.

Step 2: Review the Exception Report & Validate Your Data

After your Preview Environment is ready, we will generate an Exception Report highlighting any data formatting differences. You will have 30 days to adjust your data in Genesis Classic or accept it as-is before proceeding to the final upgrade.

- Familiarize your team with the new interface.
- Validate your data for accuracy.
- Test key workflows and ensure business continuity.

Step 3: Schedule Your Final Upgrade

When you've validated your data, use the provided scheduling link to select a date for your final upgrade. Our team will coordinate with you to port your data to the Genesis Foods Production Environment.

- Trustwell will transition your data to the Genesis Foods Production Environment.
 - You will receive confirmation when the upgrade is complete.
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UPGRADE OVERVIEW



Step 4: Final Upgrade to Genesis Foods

On your scheduled date, our Support Team will transition your data to Genesis Foods. You will be notified once the process is complete, and your team can begin using Genesis Foods as your primary system.

- Validate your data and functionality in the Production Environment.
- Train your team using the Genesis Foods Knowledge Base and webinars.
- Contact Support with any post-upgrade questions.

Ready to schedule your final upgrade?

Choose your date here:

[Upgrade Scheduler](#)

or scan this QR code →



Ongoing Support and Training Our dedicated Support Team is available to assist you throughout the upgrade process. If you have any questions, you can also contact our Migration Team directly at migration@trustwell.com

FAQ'S



Will I experience any downtime during the upgrade?

No. You can continue using Genesis Classic while your data is prepared and validated in the preview environment. However, any changes made in Classic after your data backup is pulled will not transfer over. Once you complete the upgrade, you should exclusively use Genesis Foods to ensure all your updates are captured.

What happens if I need more time in the Preview Environment?

You will have 30 days, but if you need more time, contact migration@trustwell.com to request an extension.

Will changes made in the Preview Environment transfer to Production?

No. The Preview Environment is for testing only. Changes will not carry over.

Can I continue using Genesis Classic after upgrading to Genesis Foods? No, once your upgrade is complete all use of Genesis Classic should be discontinued. However, you will have read-only access to your Genesis Classic environment for 30 days after your upgrade.

Is there a cost associated with the upgrade?

No, the upgrade is free.

RESOURCES



There are several free resources that you will be able to access to familiarize yourself with the new Genesis Foods product.

Genesis Foods Knowledge Base: The Knowledge Base articles can be accessed through this platform as well as through the Genesis Foods application.

Quarterly Release Webinars: We host quarterly release webinars, which will include a demo of the new features and functionality coming out within the next release.

Monthly Live Q&A Webinars: We offer monthly live Q&A sessions, which will include a demo of our new features and the option to ask questions directly to our dedicated team. [Sign-up here.](#)

Should you find that those free resources do not meet your needs, please reach out to your Account Manager for additional information on in-person or web-based training options.

Contacting Support:

- General Support: support@trustwell.com
 - Migration Timeline & Status: migration@trustwell.com
 - Feature Feedback: Idea Exchange within the application
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