

# Horizon Contact AWS migration - What you need to know

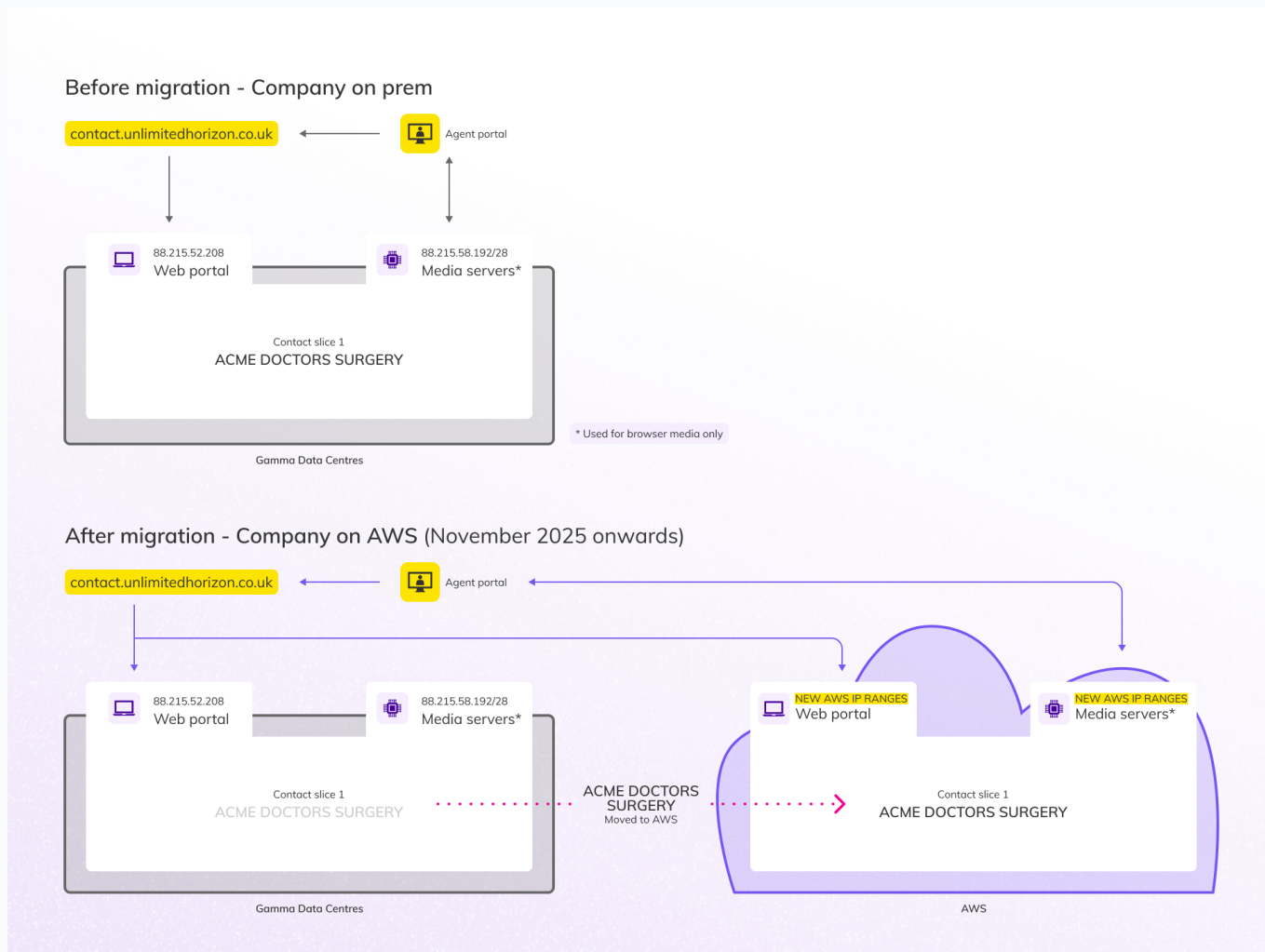
Starting in September we are migrating our infrastructure from our own data centres into scalable public cloud infrastructure - a move that brings exciting benefits to customers and our product roadmap.

## Key highlights

- New customers will be onboarded to a new cloud-based version of Horizon Contact, **starting in September 2025**.
- Migration of **existing customers will begin in Q4**.
- Some integrations require updated configuration.
- Network configuration requirements are now separated into their own section.
- **Firewall updates** - These are mandatory for any customers who restrict Contact connectivity.

## What's changing

- **New customers:** From September, new customers will be onboarded to the cloud-based version of Horizon Contact.
- **New URL:** New customers will access the platform via <https://horizon.contact.gammagroup.co>. Existing customers will continue using their existing URL (<https://contact.unlimitedhorizon.co.uk/>)
- **Care Connect and ConConnect apps:**
  - New customers **must** use the latest version.
  - Existing customers **must** be on the latest version before migration in Q4 (exact dates TBC).
  - [Download Care Connect](#)
  - [Download ConConnect](#)
- **Network Configuration Guidelines:**
  - Requirements for Horizon Contact are now separated into their own section.
  - The cloud platform uses separate IP ranges to the existing platform.
  - Firewall updates are mandatory for any customers who restrict Contact connectivity.
  - A new version of the Network Configuration Guide is available [here](#).



## What's staying the same

We're doing a lot of work behind the scenes to make this transition as seamless as possible. Here's what won't change:

- **SSO Access:** Partners signing into Horizon Contact via the Gamma Portal will still be able to click through as usual. The portal will direct logins to the correct URL automatically.
- **User onboarding:** New customers will continue to receive user account creation emails. If they're on the new URL, the links will simply point to the new platform; **no extra steps are needed.**
- **Customer experience:** There are no frontend changes to Horizon Contact. Aside from the URL, the platform will look and behave the same for both new and existing customers.
- **URL continuity for existing customers:** When migrated, customers will still be able to use their current URL to access the platform.

## What you need to do

To ensure a smooth experience for customers on the new platform, please take the following actions:

**1. Care Connect (Optum/EMIS and SystemOne) and ConConnect setup:**

- Make sure you're using the new version of Care Connect/ConConnect which supports both URLs.
  - The new apps will be available from August 18th.

**2. Navigating between companies:**

- When switching between companies in Horizon Contact, you'll now only see companies that are on the same URL. This is a change from the previous experience where all companies were visible.

**3. New URL awareness:**

- Companies signing up from September - and partners accessing it via SSO - will see a different URL in their browser. Please ensure your teams and customers are aware of this.

**4. Update your user guides:**

- If you've created your own documentation or guides for Horizon Contact, please update it to reflect:
  - New URLs.
  - Integration steps.
  - Network configuration requirements.

**5. Update network configuration:**

- Customers on the new URL will need to follow a different set of firewall rules. This applies to any customers who manage their own network configuration.
  - Firewall updates are mandatory: calls will not work without them.
  - The new version of the Network Configuration Guide is available [here](#).

**6. Update spam filters:**

- System emails, such as reports or password reset emails, will come from [noreply@horizon.contact.gammagroup.co](mailto:noreply@horizon.contact.gammagroup.co). Please ensure your spam filters are updated to ensure you can receive emails correctly.

## Where to find more information

All setup instructions, updated integration files, and guidance for supporting customers on the new platform are available on the Academy Knowledge Base.

- [The Academy Knowledge Base Horizon section](#).
- [The Academy Knowledge Base Horizon Contact section](#).

## Migration of existing customers and the changes to expect

Migration of existing customers to the new cloud platform will begin in Q4, in coordination with partners.

- We will be in touch with a further communications closer to the time to support planning and preparation.
- In order to be ready for migration you need to follow the steps outlined in the **What you need to do** section above.

When being migrated into the cloud there are a few things that will change:

- Customers will be able to log in via the new URL <https://horizon.contact.gammagroup.co>
  - This URL will also be used for Partners signing into Contact via the Gamma Portal
- System emails, such as reports or password reset emails, will come from an updated email address: [noreply@horizon.contact.gammagroup.co](mailto:noreply@horizon.contact.gammagroup.co)
  - Following the migration, customers may need to update their spam filters with the new email addresses.

- Webchat snippets taken from the cloud based system will include URLs in the new format

**Note:** Despite these changes, the existing URL and old format of webchat snippets will continue to work.

## Why the move?

This migration is a key step in evolving Horizon Contact to better serve our customers.

Moving to AWS enables us to:

- Scale faster as we grow.
- Deliver new features more quickly.
- Lay the foundation for future integrations and flexibility.

We're managing the transition carefully to ensure a smooth experience.

## Frequently asked questions

### 1. Who is affected by this change?

- Only new customers onboarded from September 2025 will be placed on the new AWS-hosted version of Horizon Contact. Existing customers will remain on the existing platform until their migration is scheduled.

### 2. What's the difference between the existing and new platforms?

- The new platform is hosted on Amazon Web Services (AWS), offering greater scalability and flexibility. It introduces a new URL and updated integration requirements. There are no functional or UI changes.

### 3. Do I need to change anything for existing customers?

- No. Existing customers will continue using the existing platform and UROL until they are migrated. The guidance only applies to new customers onboarded from September onwards.

### 4. Will the URL change for customers on the new platform?

- Yes. Customers on the new platform will access Horizon Contact via the new URL:

<https://horizon.contact.gammagroup.co>

**5. How do I know which customers are on which platform?**

- Customers onboarded from September 2025 will be on the new platform. You can also identify them by the URL they use to access Horizon Contact.

**6. Why can't I see all my companies when switching between them?**

- You'll now only see companies that are on the same URL (platform). This is expected behaviour and part of the new architecture.

**7. Do I need to update my internal or customer-facing guides?**

- Yes. If you've created your own documentation for Horizon Contact, please update it to reflect the new URLs, and integration steps.

**8. Who do I contact if I have questions or need support?**

- Please reach out via your Account Manager.