

# HIN GATEWAY

## Implementation Process (Rollout HIN Gateway 2026)

### Introduction

This document describes the end-to-end rollout process for the **HIN Gateway** (Project Star-gate) and is intended for HIN customers, IT administrators, and technical stakeholders responsible for planning and executing the migration activities from the legacy HIN Mailgateway (MGW) to the new HIN Gateway.

The HIN Gateway is a secure email gateway solution that enables trusted, encrypted communication between organizations within the HIN ecosystem. It acts as a central component in ensuring that email traffic is securely transmitted, policy-compliant, and reliably routed between internal mail infrastructures and external communication partners.

This guide outlines the key milestones, including preparation, installation, validation, and post-migration activities. The rollout is organized into clearly defined phases (Preparation, T-4, T-1, T-0, and T+), ensuring coordinated interaction between the customer and HIN throughout the process.

During the migration:

- HIN encourages customers to deploy the HIN Gateway alongside the existing mail gateway infrastructure
- Email services are prepared, tested, and validated prior to activation
- A controlled transition ensures minimal disruption to business operations

HIN's objective is to achieve a smooth, secure, and fully validated transition to the HIN Gateway, ensuring continuity of service and compliance with HIN communication standards.

## Summary of Steps

Step 1	HIN	Book HIN Gateway migration date
Step 2	Customer	Check installation prerequisites
Step 3.1	HIN	T-4 (4 weeks before migration date)
Step 3.2	Customer	T-4 (4 weeks before migration date) - - Initiate HIN Gateway migration activities
Step 4.1	HIN	T-1 (1 week before migration date)
Step 4.2	Customer	T-1 (1 week before migration date)
Step 5.1	HIN	T-0 (migration day)
Step 5.2	Customer	T-0 (migration day)
Step 6	Customer	T+ (n)

## Detailed Overview

Step	Subject	Ownership	Description
Step 1	<b>Book HIN Gateway migration date</b>	<b>HIN</b>	Your HIN representative will contact you to agree on a migration date and time slot, which will be scheduled in the calendar. Please ensure you have received a calendar invitation with the conference ID. If not, contact your HIN representative.
Step 2	<b>Check installation prerequisites</b>	Customer	Please review the prerequisites for deploying the HIN Gateway appliance in the documentation below: <a href="https://www.hin.ch/de/services/hin-mail/hin-gateway.cfm">https://www.hin.ch/de/services/hin-mail/hin-gateway.cfm</a>  Requirements: <ul style="list-style-type: none"> <li>• VM requirements (CPU, RAM, disk)</li> <li>• Network requirements (ports, firewall, DNS)</li> <li>• Required access (admin rights, credentials)</li> <li>• Required inputs (domains, certificates, if any)</li> <li>• Supported browsers / Operating Systems (OS)</li> </ul>
Step 3.1	<b>T-4* (4 weeks before planned migration date)</b>	<b>HIN</b>	One month prior to the planned migration date, your HIN representative will contact you and provide: <ul style="list-style-type: none"> <li>• The HIN Gateway <b>installation process</b></li> <li>• The Service Key</li> <li>• Keycloak credentials</li> <li>• Credentials for VM deployment</li> </ul> <p>(*) For customers scheduled for migration between May and June 2026, the timeframe for receiving the credentials may vary slightly.</p>

Step 3.2	<b>T-4 (4 weeks before planned migration date)</b>  <b>Initiate HIN Gateway migration activities</b>	Customer	<p>With the information provided by your HIN representative, you can start installing the HIN Gateway appliance. Please visit:  <a href="https://www.hin.ch/de/services/hin-mail/hin-gateway.cfm">https://www.hin.ch/de/services/hin-mail/hin-gateway.cfm</a></p> <p>If you encounter issues during installation, contact HIN Support Team.</p>
Step 4.1	<b>T-1* (1 week before migration date)</b>	HIN	<p>One week prior to the planned migration date, your HIN representative will contact the customer:</p> <ul style="list-style-type: none"> <li>• To obtain status of the customer's migration activities.</li> <li>• To provide the <b>acceptance report</b> for proper sign-off (acceptance).</li> </ul> <p>If the HIN Gateway appliance has been successfully installed:</p> <ul style="list-style-type: none"> <li>• The HIN representative will cancel the planned migration meeting.</li> </ul> <p>Otherwise:</p> <ul style="list-style-type: none"> <li>• The migration date will be rescheduled based on customer's needs.</li> </ul> <p><i>(* For customers scheduled for migration between May and June 2026, the timing of this milestone may vary slightly.</i></p>
Step 4.2	<b>T-1 (1 week before migration date)</b>	Customer	<p>If the HIN Gateway appliance has been successfully installed by T-1:</p> <ul style="list-style-type: none"> <li>• The customer must complete the <b>acceptance report</b> and return it to the HIN representative.</li> </ul> <p>If further support is required:</p> <ul style="list-style-type: none"> <li>• The customer should inform the HIN representative of specific needs: <ul style="list-style-type: none"> <li>• Maintain the planned migration date.</li> <li>• Reschedule the migration date.</li> </ul> </li> </ul>
Step 5.1	<b>T-0 (migration day)</b>	HIN	<p>At the agreed date and time, the assigned HIN SME will host the conference call and support the customer with deployment, testing, and activation of the HIN Gateway appliance.</p>
Step 5.2	<b>T-0 (migration day)</b>	Customer	<p>The customer should attend the conference call and align with the assigned HIN SME regarding required support during deployment, testing, and activation.</p>

			<p><b>Hinweis:</b></p> <ul style="list-style-type: none"> <li>The assigned HIN Expert will guide the session and ensure a structured migration process. The initial session is planned for a maximum duration of two hours, which is typically sufficient to complete the migration steps and address general questions.</li> </ul> <p>If additional time or in-depth support is required, a follow-up session can be scheduled.</p> <ul style="list-style-type: none"> <li>Customers are not required to stay on the call for the entire duration. They may leave and continue activities independently, then rejoin or contact the HIN SME as needed.</li> </ul>
Step 6	<b>T+ (n)</b>	Customer	<p>After successful installation of the HIN Gateway appliance with support from the HIN expert:</p> <ul style="list-style-type: none"> <li>The customer must complete the <b>acceptance report</b> and return it signed to the HIN representative.</li> </ul>