

IN-DEPTH GUIDE

CONTROL AND TRANSITIONS

Replace web provider: the complete transition guide

Your agency or developer no longer responds. Here's how to get your access, change provider and regain control of your site, step by step.



GXN

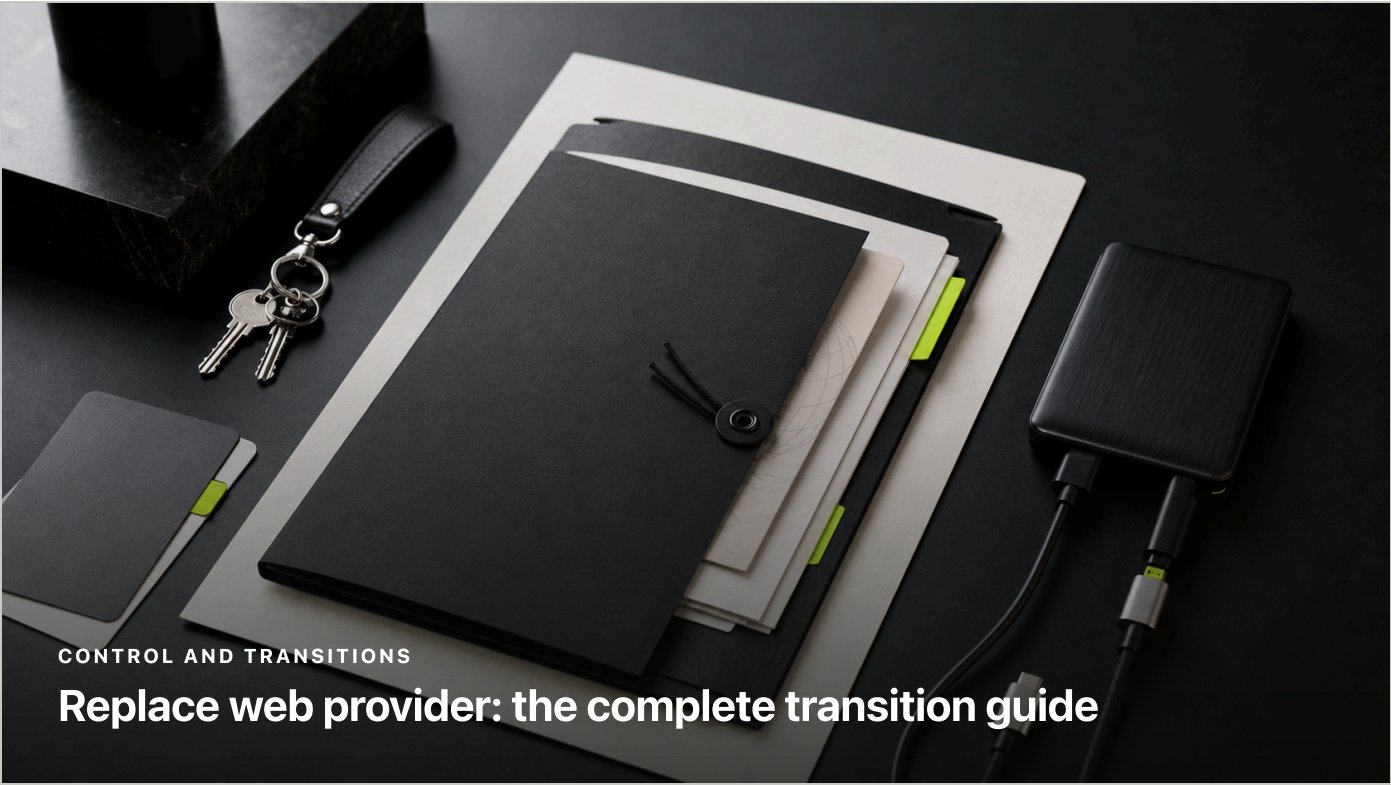
Senior expertise · Digital governance

Quebec First

Quebec business context

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Updated



CONTROL AND TRANSITIONS

Replace web provider: the complete transition guide

TL;DR

The answer in one minute

If your current web provider no longer responds, disappears, or no longer follows your needs, the transition is almost always made without its consent. The essential thing is already your business, even if no one has bothered to confirm it to you. The steps in order are to check what you actually have, to recover missing accesses through official channels, to secure a complete copy before any change, and then choose the suite with a new partner. The majority of transitions are settled within a few weeks, even in the most difficult cases.

01 · BACKGROUND GUIDE

The moment when we realize we have to leave

It rarely starts with a big decision. It starts with an email that has been unanswered for three weeks. Then another. Then a bill we don't understand very well. One day, you realize that you don't even know how to connect to your own site.

- If you are here, you have probably already gone through this realization. This guide shows you exactly what to do, in order.

02 · BACKGROUND GUIDE

First step, know what really belongs to you

Before talking about changing supplier, you need to know what you have the right to change. Four things matter.

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- The domain name. It should be registered in your company name, with a registrar, with your own access. A public search of the domain name reveals who the official registrant is.
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- hosting. The account that hosts your site files should be in your name, with invoices coming directly to you.
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- The site code. You should have access to the code itself, or at least a recent copy.
-
- Additional accounts. Analytics, advertising, professional email. Everyone should have an administrator in your company, not just the supplier.
-
- If you answer I don't know about two of these four questions, recovering access is your real first step, before even thinking about a new supplier.

DECISION CARD

The four angles to keep together

01

The moment when we realize we have to leave

02

First step, know what really belongs to you

03

What to do if you have no access

And if the former supplier flatly refuses to collaborate

GUIDE READING GRID

Angle	Dimension to examine	Use in the decision
01	The moment when we realize we have to leave	Setting the Context
02	First step, know what really belongs to you	Identify dependencies
03	What to do if you have no access	Compare options
04	And if the former supplier flatly refuses to collaborate	Preparing for the next step

03 · BACKGROUND GUIDE

What to do if you have no access

This is the most common situation, and the least blocking one we think.

- For the domain name, a public search reveals the current registrar. Most registrars have a process of transfer of ownership when one can demonstrate that one is the legitimate business behind the domain. It usually takes a few days to a few weeks.
- For hosting, if you don't even know where the site is hosted, an online technical search tool can identify the host from the site address. Once identified, you can start a direct request.

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- For the code, if no copy exists at your home, a site already online can be recovered technically, even without the original source code, by working from what is visible and accessible.

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- None of these situations are hopeless. They require method, not luck.

INTERACTIVE TOOL

Set your decision

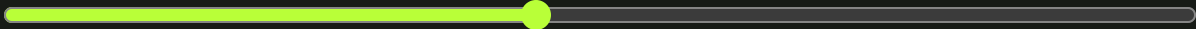
Select the dimensions that describe your situation. The result is to organize the next conversation, not to replace an analysis.

WHAT CONCERNS YOU NOW

- 01 **The moment when we realize we have to leave**
- 02 **First step, know what really belongs to you**
- 03 **What to do if you have no access**
- 04 **And if the former supplier flatly refuses to collaborate**

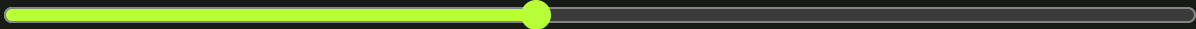
Urgent decision

5



Current control level

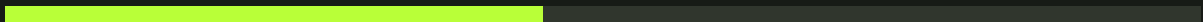
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RECOMMENDED ANALYSIS

Several dimensions must be treated together

Avoid an isolated decision. Map out the dependencies and agree on an intervention order.



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And if the former supplier flatly refuses to collaborate

It happens, and it's frustrating, but it rarely blocks the whole process. The majority of the key elements, both domain and hosting, are recovered through formal procedures that do not require the active participation of the former supplier. For truly contractual or contentious situations, where money or written commitments are involved, a legal advisor becomes the right resource to accompany you in this specific part.

05 · BACKGROUND GUIDE

The step we always forget, the complete backup

Before you touch anything, make a complete copy of everything that exists. The site, the content, the images, everything. Even if it seems redundant with what you're going to get back anyway. This copy is your safety net if something goes wrong during the transition.

06 · BACKGROUND GUIDE

Resuming a site without any documentation

This is the number one fear I hear, and it's understandable but often excessive. A functioning site, even without a single line of documentation, can be analyzed and mapped by someone with experience. We look at what exists, we identify the technologies used, we test the functionalities one by one, and we document as we go. It's not glamorous, but it's a well-practiced job for anyone who has done it several times.

07 · BACKGROUND GUIDE

Choose the next step, once the recovery is done

Once access is recovered and the environment stabilized, the real decision comes. We must keep the site as it is, gradually improve it, or completely redo it. The answer depends on the real state of the platform, not your emotions towards the former supplier. Sometimes, a technically correct site just deserves to be properly maintained and maintained, once rid of the problematic supplier.

08 · BACKGROUND GUIDE

What I see on the ground

The most common pattern I encounter. A company worked with a supplier for years, the relationship gradually deteriorated, no one ever formally requested access because everything was fine at the start. Then one day, the urgent need arrives, and there is panic.

The good news is that in almost all of the cases I have treated, everything has been recovered. It's never as stuck as we initially fear. What takes time is the administrative patience of the procedures, not the technical impossibility.

When this guide does not apply

If your current relationship with your supplier works well and your frustration comes from a one-time issue that can be adjusted by a simple conversation, this guide is probably not necessary. Keep a good relationship when it's worth it. The complete transition is justified when the problem is structural, not when it is a bad month.

QUESTIONS AND ANSWERS

Frequently asked questions

01 **How long does a complete transition take.**

Recovery of essential access generally occurs within a few days to a few weeks. Stabilization and the decision on what to do next depend on the state of the platform.

02 **I'll lose my SEO during the transition.**

03 **Then I keep my current site and just change supplier to maintain it.**

04 **Should I notify my old supplier before starting?**

EDITORIAL METHOD

In-depth guide prepared by GXN based on real business situations. Recommendations remain independent of brands and suppliers.



ABOUT THE PUBLISHER

GXN

Senior expertise directly accessible, supported by specialists when the project requires it.

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NEXT STEP

You're in this situation right now.

A free assessment is the safest first step. Describe your situation, you will receive an honest, no-obligation reading.

No call required. No sales sequence.