

CASE STUDY

From OpenText to SharePoint: How Pilotfish and Xillio Helped a U.S. Real Estate Leader Modernize Content Management



Challenge

Migrating 5 million documents and 3.5 TB of content from a 20-year-old OpenText Content Server environment to SharePoint Online, while addressing complex metadata and permissions.

Solution

Pilotfish and Xillio combined migration technology, technical training, metadata mapping, and permission redesign to enable a controlled transition to SharePoint Online.

Result

5 million documents migrated to SharePoint Online in six to seven months, reducing reliance on legacy systems and enabling easier content management and collaboration within Microsoft 365.

Migrating 5 million documents from a 20-year-old OpenText environment to Microsoft SharePoint Online

A leading U.S.-based commercial real estate investment company with a large and geographically diverse portfolio of properties across the United States had relied on OpenText Content Server for more than 20 years. But with Microsoft 365 already in place, the organization was paying for overlapping systems and costly add-on tools.

Together, Pilotfish and Xillio helped the company migrate approximately 5 million documents and 3.5 TB of content to SharePoint Online within six to seven months.

Moving away from duplicated systems

The project started with a clear business trigger: the company wanted to reduce operating expense and further leverage Microsoft 365 SharePoint investment. OpenText Content Server had long served as its records management environment, but the organization was already licensed for Microsoft 365, including SharePoint Online.

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According to Tawanda Vakisai, Technical Director at Pilotfish, the goal was to reduce duplicated licensing costs, modernize collaboration around documents, and replace several custom components built around the legacy system.

A mature environment with complex migration requirements

Although the OpenText platform matured continuously over more than two decades, the environment maintained strict governance and operational clarity throughout its lifecycle. Around 80% of the content consisted of property records, stored in a mature taxonomy with strict upload rules and required metadata. As Tawanda explained, users could only add documents at specific levels in the folder structure.

That maturity created complexity. OpenText and SharePoint do not support every object, category, or permission model in the same way. OpenText allowed categories with the same name to behave differently depending on their folder context. SharePoint required those categories to be translated into distinct content types.

Security added another challenge. The legacy environment contained more than 100,000 folders with unique permissions. Recreating that model directly in SharePoint would have created long-term management risks. Pilotfish therefore redesigned the permission structure, so it worked for the target platform without losing control.

Why Pilotfish chose Xillio

Pilotfish brought extensive experience in complex Microsoft 365 and SharePoint migrations. To extend its established migration capability to OpenText Content Server, the team evaluated several migration tools before selecting Xillio for its transformation capabilities, platform connectors, and consultant-led enablement.

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That enablement went beyond product training. Pilotfish was trained in the wider migration practice, the Xillio Migration Platform, and MongoDB: the database technology Xillio uses to store, structure, and process migration information. For a Microsoft-focused team used to SQL, this was a new technical layer. Covering it up front helped Pilotfish understand not just the tool, but the migration engine underneath.

Training started in July 2025. The project kicked off in early October 2025 and concluded in April 2026.

A SharePoint environment users embrace

The migration moved approximately 5 million documents and 3.5 TB of content from OpenText Content Server to SharePoint Online. Pilotfish led the SharePoint side, including custom development, end-user enablement, and train-the-trainer support for the customer’s internal IT team. Xillio provided the migration platform, knowledge, training, and support needed to handle the OpenText complexity.

For the end customer, the new situation ensures fewer licensing dependencies and a modern Microsoft 365-based platform. While the previous system was user-friendly, the new document environment is significantly easier to continuously optimize and support.

Early user response has been positive, Tawanda explains. The customer has since asked Pilotfish to deliver two more custom development projects on the same platform, while users have submitted 15 to 20 feature requests.

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A first collaboration with lasting value

For Pilotfish, the project created a new migration capability beyond the Microsoft ecosystem. “We now have the capability to migrate content from a wide range of enterprise content management platforms, including OpenText Content Server, Documentum, Alfresco, IBM FileNet and Hyland OnBase,” says Tawanda. “Previously, our migration capabilities were largely focused on the Microsoft ecosystem. Working with Xillio has significantly expanded the range of legacy platforms from which we can help our clients modernize their content environments.”

For Xillio, the project showed how its platform and expertise can enable partners to handle complex enterprise migrations themselves. As Ruud de Wolf, Global Sales Lead at Xillio, summarized, the value lies in giving SharePoint specialists the tools to serve this kind of complexity for their clients.

The main takeaway? Even a highly customized, 20-year-old OpenText Content Server environment can be modernized when the right SharePoint expertise meets the right migration technology.

About Xillio

At Xillio, we don't just move content. We analyze, validate, and optimize—so your new environment strengthens governance instead of inheriting yesterday's complexity.

