

CASE STUDY

PUBLIC SECTOR PARTNERSHIP SERVICES

Restructuring Local UK Government Content for Better Information Management



Challenge

Straighten up multiple TBs of shared content from three local governmental bodies dispersed across two versions of Alfresco.

Solution

Content analysis, extraction and restructuring, information management.

Benefits

The partnership's shared content is neatly rearranged in their existing file share infrastructure and task-specific applications, with proper information management strategies in place.

● Shared content across multiple document management systems

Public Sector Partnership Services (PSPS) is a UK-based Local Authority Trading Company (LATCo) providing back office and IT support for three government authorities united in the South & East Lincolnshire Partnership. Together, the Boston Borough Council, East Lindsey District Council and South Holland District Council serve over 300,000 residents across 1,112 square miles.

The outdated Alfresco system the Partnership used was hosted at Boston Borough, with the other two parties and PSPS dialing in for access to shared services and content. However, the implementation didn't quite meet their needs and resided on unsupported operating systems presenting a risk to the organizations. Starting over only served to complicate matters further, as the Partnership now had two versions of Alfresco running simultaneously. Jason Bagley, Technical Services Manager at PSPS, explains: "The information management that was meant to take place never did. As a result, we saw a lot of incorrect labeling, incorrect storage locations, duplication of information, et cetera."



"The right people make the job easy. And Xillio has the right people. We quickly developed an understanding and were very much on the same page on how to approach the key deliverable, which was a great start to us working together."

Jason Bagley, Technical Services Manager, Public Sector Partnership Services

● Xillio as a facilitator of change

The project was initially being handled by the incumbent provider of the Partnership's Alfresco license, says Jason. "They started an assessment process to identify the content involved and ascertain the best way to migrate it. However, the costs involved in that assessment process were starting to build quickly without a deliverable attached, so I decided to look for an alternative."

In Xillio, Jason found exactly the kind of technical partner he needed. "Xillio has a deep technical understanding of Alfresco migrations both ways. But more importantly, it was immediately clear to me that they're not pushing a particular solution: they listen to the needs of an organization and focus on facilitating that change."

● Extensive content analysis, extraction and restructuring

Once PSPS and Xillio had agreed on an approach, timeline and budget, it was time to get to work. PSPS made quick work of providing the necessary infrastructure, which meant the project could swiftly move on to the next stage: reviewing and cataloguing the content. But with multiple TBs stored across several file shares and task-specific document management systems, that was easier said than done.

Thankfully, the PSPS team provided Xillio with detailed reports per Alfresco site, detailing what was extracted and to which file storage location. As the content listed in those reports was still in use and therefore subject to change, the team also created back-up reports to ensure the extracted content matched the expected output. As Jason recalls, that took quite some doing: "Some of the sites contained so much content that we ended up having to break it down into multiple Excel files."

● Rising to the legislative challenge

Due to strict UK regulations for government bodies, the project team worked with an already-certified third party to keep legislative hurdles regarding the migration to a minimum. PSPS and Xillio experts joined forces to keep the project moving and ultimately brought it to a successful conclusion.

Once the initial content extraction project was completed, PSPS also asked Xillio to take on the second set of Alfresco sites. Since the two teams had already established a working relationship, this second project was completed within a matter of weeks. Throughout both projects, Jason was especially pleased with Xillio's lead technician, Alvaro Trujillo. "He was courteous, he was kind, he asked for clarification when he needed it... He was consistently on the ball, and it made the whole process that much easier," Jason says.

About Xillio

Every organization wants to be agile. But if your content is scattered across legacy systems, that's not possible. Xillio helps large organizations get a grip on their enterprise content. We migrate and structure information from outdated environments to Microsoft 365 and prepare it for secure management, smarter collaboration, and AI applications.

With our combination of tooling, knowledge, and flexibility, we ensure that even the most complex migrations run smoothly.