

CASE STUDY

51 Terabytes, Zero Escalations: A Major Utility Company's Seamless Move to SharePoint



Challenge

Migrating 25.5 million documents—spread across more than 30 business functions—from OpenText Content Server to Microsoft SharePoint.

Solution

Content analysis, phased migration, metadata mapping, link redirection service, and extensive reporting for business applications.

Result

Seamless transition to Microsoft SharePoint within budget and timeline, improved insight into departmental content, and uninterrupted business operations.

● Migrating Enterprise Content at Scale

A major Australian utility company faced a strategic turning point in its IT landscape. With costly OpenText licenses expiring and a long-term strategy to standardize on Microsoft 365, the organization decided to migrate its vast enterprise content to SharePoint. The project was not just about cutting costs; it was about ensuring business continuity across dozens of departments while preparing for a more agile, cloud-based future.

The migration project covered an extraordinary scope. In total, the utility company needed to transfer nearly 51 terabytes of content: around 25.5 million documents spread across more than 30 business functions. The transition from OpenText Content Server to Microsoft SharePoint was divided into seven releases over the course of a year. To maintain continuity with business-critical applications, Xillio also deployed its Link Redirection Service, ensuring that existing OpenText URLs would continue to function in the new environment.

● Phased Migration with Zero Escalations

Instead of a “big bang” migration, the Xillio team designed a phased approach with seven releases. Each

“A content migration at this scale isn’t just about moving files. It’s about creating structure and clarity.”

Remco Steelink, Senior Consultant at Xillio

release covered several business functions and followed a repeatable pattern:

- Departments prepared mapping sheets for their folder structures.
- Xillio validated and refined those mappings with automated checks.
- Content was transformed and migrated into SharePoint, backed by reporting to prove correctness.

The team decided to migrate the utility company’s largest department—responsible for over 8 million files and 12 TB of content—in two stages. The first release contained older content, with recent content following suit in a carefully planned cutover window. “By validating each step with clear reporting, we avoided unnecessary test migrations. That saved time without sacrificing quality,” Xillio’s Senior Consultant Remco Steelink explains.

The project concluded without a single escalation—an exceptional achievement for a migration of this magnitude.

● Managing Links and Integrations

One of the biggest pitfalls in any enterprise content migration project is dealing with broken links. For this particular project, this risk was compounded by business-critical applications that depended on OpenText URLs.

To safeguard continuity, the Xillio team implemented its Link Redirection Service, mapping legacy URLs to their new SharePoint locations. The team also delivered detailed reports showing the new content IDs and locations. These reports were integrated into the utility company’s other applications, ensuring processes kept running smoothly. “We don’t just migrate content—we give clients the insight they need to keep their entire digital ecosystem working,” Remco clarifies.

● Collaboration

Executing a year-long project across continents introduces several logistical challenges. Nevertheless, the time zone difference between Europe and Australia turned out to be an advantage in many cases. With Xillio consultants processing transformations and migrations ‘overnight’, the client’s teams could validate results during their working hours. This cycle created a near-continuous workflow, accelerating delivery and minimizing downtime.

From the first discovery workshops in early 2024 to the final cutover in April 2025, the project remained fully on track—delivered within the agreed budget and timeframe. Remco reflects: “For me, the biggest success was not a technical detail—it was the fact that the project ran smoothly from start to finish. We delivered exactly what we promised, without any disruption to the client’s operations.”

About Xillio

These days, your organization needs to be agile to stay relevant. The same goes for your enterprise content. But where to start? The more complex your enterprise content, the more daunting it seems to take the leap.

That’s where we come in. With over 20 years of experience, Xillio is your trusted partner for managing complex, high-volume content migrations within the Microsoft ecosystem. From metadata transformation to link redirection, our experts ensure your move to Microsoft 365 is smooth, compliant, and future-proof.