CASE STUDY

Board for the Authorization of Plant Protection Products and Biocides (Ctgb)

Migration to a new case management system and SharePoint prepares Ctgb for the future

Challenge

Migrating 20 million documents and data from seven sources to a new case management system and Microsoft 365

Solution

Data and content migration to AXI case management system and SharePoint with metadata restructuring and records management

Result

One central, compliant process and information platform, ready for the future

From fragmented legacy to future-proof content management

As the authorizing body for crop protection products and biocides, the Ctgb processes complex dossiers with a major social impact. The existing IT infrastructure consisted of outdated network drives, a DMS, and separate platforms. With a view to future-proof IT, the Ctgb wanted to switch to a new case management system, including central storage and more efficient document management.

Xillio was tasked with managing this complex data and content migration. To this end, the team worked closely with the supplier of the new solution, the Belgian company AXI.

Large-scale migration: seven sources, 20 million documents

"The complexity of this migration project lay mainly in the fact that the data came from seven different sources, each with its own history and structure," says Rob Aaldijk, who was involved in the project as Principal Consultant on behalf of Xillio.

The Xillio team migrated a total of over 7 TB of data (20 million documents) from seven source systems – including a DMS, a network share, a web portal, various databases, and an intranet – to a central SharePoint environment.

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In addition, the new case management system was fed with cleaned-up and better-structured data and metadata. "In the end, we also ended up supplying the data for the case management system itself – that wasn't the original plan, but we didn't say no," says Rob. Microsoft Purview was also set up for document archiving.

From varying quality to uniform data

The various source systems differed greatly in structure, terminology, and file quality. As a result, according to Rob, it took a relatively long time to arrive at a single uniform data model. "Some files referred to the same case but used different conventions. That made matching difficult."

Despite this challenge, he looks back positively on the project, and in particular on the intensive collaboration with both Ctgb and AXI. "Everyone at the table brought their own expertise to our weekly meetings, which was great."

The team also paid a lot of attention to knowledge transfer during the content migration. "We carefully documented all scripts and choices so that others could easily continue working with them later," says Rob.

Centralized records management and content

Thanks to the migration, the Ctgb now has a single central content environment that is suitable for records management and compliant. End users now work in both the AXI system and SharePoint, giving them better access to their files.

"Of course, they had to get used to it," laughs Rob. "But especially with complex migration projects like this, the right guidance ultimately makes a big difference in user adoption."

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.

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