

# CASE STUDY

## Singaporean Local Government Migrates from OpenText Documentum to KRIS



### Challenge

On-site migration of 25 TB of highly secure content from OpenText Documentum to KRIS

### Solution

Content analysis and extraction, on-site training, content transformation to KRIS format

### Result

Successful content migration and users trained in Xillio tooling

### ● Content migration via international collaboration

When we received a request from SQLView to assist them with a highly secure, on-site content migration, we knew it was time to call in reinforcements. With their local presence, strong background in OpenText Documentum, and plenty of experience training others to use Xillio tooling, our preferred regional partner Astral Consulting Services was perfect for the job.

The end customer, a local Singaporean government, would be migrating a large amount of data (including PII) from Documentum 20.4 to SQLView's proprietary system, KRIS, using content migration tools developed by Xillio.

Simon Grad, Senior Consultant at Astral, explains: "In addition to providing detailed OpenText Documentum backend analysis, we also trained the SQLView team in how to use Xillio tooling and understand complex data analysis, so they could perform the content migration independently."

### ● Content analysis and user training

The Astral team worked on-site for several weeks: setting up the source system analysis, putting together a more detailed content analysis, and

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**Simon Grad, Senior consultant at Astral Consulting**

working with SQLView to refine the content migration planning. They also prepared the vast amount of data involved in the migration by working with SQLView to map the existing source metadata to the target KRIS system. Once the on-site part of the project was completed, Astral consultants remained available for any queries the project team might have, but the goal was for SQLView to be largely self-sufficient during the actual content migration. “Xillio provided excellent training materials, and being able to train with the customers systems and data meant we had quite a successful outcome.”- Simon Grad, senior consultant at Astral Consulting

## ● Content migration challenges OpenText Documentum

Since the end customer handled sensitive personal data, security was understandably tight. However, this also introduced some additional complexities; some trickier than others. For example, access to the content in question was very carefully curated.

Simon: “We had a few on-site meetings with people from the local government organization to go through their understanding of the current system and to discuss some of their requirements for the new system. But from then on, we only worked with the SQLView project team.”

While this additional layer of security made sense considering the nature of the content involved, it also slowed the process down – quite the challenge if you’re on a schedule.

Working with the actual content itself presented another challenge. User training happened in a tightly controlled sandbox environment, using a subset of data. The Astral team wasn’t allowed to input anything directly on the customer network, instead sitting beside SQLView consultants to coach them on how to use Xillio tooling. While this approach helped the SQLView team expand their skills to indeed become largely self-sufficient, it also increased the margin for errors. And with 25 terabytes worth of sensitive content to get through, the team definitely had their work cut out for them.

## ● Successful content migration and implementation KRIS

Astral and SQLView rallied to get everything done, and the actual content migration was performed only one month behind schedule. The project is now in its Performance Guarantee and Warranty phase, and end users are reportedly happy with the new system. That sounds like a successful implementation to us!

### 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.

