JACKSON STATE UNIVERSITY MIGRATES ERP CONTENT TO THE CLOUD

PROBLEM

Migration of high-volume content from on-premises DMS to ERP system in the cloud.

SOLUTION

Extracting data from AppXtender, analyzing and packaging content for import into Ellucian Banner ERP system.

RESULT

All ERP content is available centrally in a hosted Document Management System.

Jackson State University (JSU) has a distinguished history, rich in the tradition of educating young men and women for leadership. The university is officially designated as the Urban University of the State of Mississippi. As an HBCU and comprehensive urban research university, it provides quality teaching, research and service at a variety of levels to diverse populations of students and communities. To support its administrative activities, JSU uses the hosted Ellucian Banner ERP system, which runs in the cloud.

■ End-of-life system demanded action

"Although we moved our ERP system to the cloud, some of the documents in our former ERP system's DMS, Documentum, still ran on-premises on our own hardware," explains Michael Robinson, CTO of Jackson State University. "The software was no longer supported by the supplier, and the hardware was end-of-life. This created additional management effort and undesirable downtime risks." Another drawback was that employees had to look up older documents separately

in Documentum. If employees needed documents such as PO copies or invoices, they had to go to the old DMS. This process was inefficient and time-consuming."

Demonstrable experience with content migrations

JSU wanted to migrate the content from the on-premises DMS to the new cloud-based environment. In the selection process it proved difficult to find an experienced partner who could supervise and execute this migration by preparing import packages generated from Documentum AppXtender. During an introductory meeting, Xillio proved to have demonstrable experience with migrations, while also having references and a concrete roadmap. Robinson: "Xillio gave us enough confidence that they could do the job. So we asked Xillio to prepare, manage and do the extraction, transformation of content and metadata from Documentum to Ellucian BDM. The loading of the data itself was conducted by Ellucian."

Challenging time-frame

A project team was set up to optimize the process, with system managers from JSU, professional services employees from supplier Ellucian, and Xillio experts. Limited time meant that close cooperation and good coordination were needed. "The hardware on-premises was a risk, and we could not afford to lose any content, so the migration had to be completed within three months," noted Robinson. Xillio installed their software on a server within the JSU environment, then

extracted the Documentum content to the Xillio UDM. "We provided a server on campus so we could comply with the relevant privacy and security regulations," said Robinson. "Xillio worked remotely and data did not leave our environment."

Every step documented and tested

Robinson continued: "JSU choose a migration 'as is', so the data was not enriched. Xillio extracted the binary documents and metadata, and the metadata was analyzed to check for missing values and empty fields. The next step was the transformation and creation of the import packages from AppXtender data in the CSV format that could be uploaded to the Ellucian BDM. Every step in the migration process was documented and tested fully, to make sure everything was completed in accordance with the plan and schedule."

On top of every step

Robinson expressed extreme satisfaction with the course of the migration and its result. "The cooperation with Xillio was very constructive. We were able to make the project a success together with the time, effort and knowledge of all the partners involved. We held frequent meetings to discuss progress and any issues. Xillio was on top of every step in the process, and they were very transparent about the status. The fact that they had all the packages ready for import within the time schedule, proved that they were indeed the right partner. All the content is now stored and available centrally, and that saves our people a lot of time."

Let's go xillio