



CASESTUDY ASIAN ELECTRICITY COMPANY

ASIAN ELECTRICITY COMPANY MIGRATES CONTENT TO THE CLOUD IN PHASES BASED ON XILLIO'S BEST PRACTICES



CHALLENGE

Enterprise-wide content migration from FileNet and file shares to Microsoft SharePoint Online

SOLUTION

Analysis, database connector development, content mapping and testing, including migration and setup standard approach for future migration projects

BENEFITS

The phased content migration from FileNet to Microsoft SharePoint Online for the IT and HR departments now defines best practices for a reliable and efficient cloud transition for the entire company

A major electricity company in Asia Pacific operates in Hong Kong, China, Australia, India, Southeast Asia and Taiwan, offering a complete range of energy solutions. Its business operations vary from the renewable generation, trading and transmission of electricity to its distribution. The company's aim is to build a sustainable business that is future-ready. They have developed a cloud strategy for the optimal achievement of those ambitions. This includes the phased migration of all corporate content from Enterprise Content Management system (ECM) FileNet and network drives to Microsoft SharePoint Online.

■ Transitioning to cloud

Managed by consulting firm Protiviti, the cloud transition is a multi-year project. Antonio Maio, Protiviti's Managing Director, explains: "The content migration to Microsoft SharePoint Online is a crucial part of the transition to Office 365 and Azure. To leverage the benefits of this new environment, the content from all departments must be migrated to Microsoft SharePoint Online completely, deduplicated and in accordance with the applicable laws and regulations. All of this, of course, without data loss and with minimal impact on daily business activities. We lack the specialized knowledge of content migrations from FileNet to SharePoint Online. That's why we called in the experts.

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Our partner Xillio has the knowledge, architecture and tooling that are required for a successful migration of all content. Moreover, they have developed a standard that we can eventually use to conduct content migrations for the electricity company independently.”

■ Cleaning up and deduplication

Due to the size of the company, it consulted Xillio and decided on a phased migration. First, the IT department’s content was migrated with the aid of Xillio’s detailed roadmap. In the initial situation, the documents in the departments were spread across FileNet and file shares, 216 GB and 1766 GB of data, respectively. Using the analytics tool Xillio Insights, all the documents and files in the ECM and on the network drives were inventoried and analysed. The content was then cleaned and deduplicated on the basis of that knowledge, preventing duplicate content from being migrated to the new environment as this can complicate searches, cause errors and consume unnecessary storage capacity.

■ Migration speed increased tenfold

Using the results from Xillio Insights, they could now decide on the mapping and structure and draw up the business rules for the migration process. During the pilot for the first migrations, the speed of the FileNet API fell short of expectations. Sjoerd Alkema, Head of Global Sales at Xillio, says: “For customers, it is important that a migration does not impact the productivity of end users. To safeguard continuity, data must be transferred quickly and correctly, so it is available again as

soon as possible. Accordingly, our engineers developed a database connector that increased the speed tenfold, which indeed improved the speed of migration at this energy company.”

■ No downtime

To begin with, an alpha migration was conducted for the IT department to facilitate the progress of the process. After tests and validations, the delta migration included only the altered documents. This incremental approach ensured that all content and metadata entered the new environment correctly, all without downtime and other disruptions to end users. During the process, they discovered that the content also contained links to an external application. For this reason Xillio developed a Link Re-director to migrate those links correctly as well. Thanks to that strategy, the links still work in files that end users consult and all linked information is simply available in Microsoft SharePoint Online.

■ Best practices and training

Following the successful migration of the IT department and working closely with Protiviti Canada and Hong Kong, Xillio migrated the HR department too. This second department involved 134 GB in FileNet and 1 TB on network drives. Here, Xillio followed the same approach as for the IT department. Based on the migration of the first two departments, Xillio then defined best practices for the other departments. As Protiviti will be performing these migrations, their employees

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have been trained in the optimal use of the Xillio tooling. Now that they can easily capture and analyse the right information, Protiviti can perform the other migrations autonomously. However, Xillio's experts are always available as backup and if there are questions, Xillio can, for example, provide specific advice based on an analysis of logging data.

■ Foundations for the future

Employees from Protiviti Canada and Hong Kong and Xillio also worked on this international project, with Protiviti Canada monitoring the connection with the cloud transition while the Hong Kong office maintained the contacts with the electricity company. This indirect communication created challenges at times, but thanks to Xillio's experts' thorough understanding of the migration process, it did not cause any delays. The first two migrations were on schedule and now provide the foundations for the future migrations of about 7 TB in total, allowing the company's employees to store and access relevant content quickly and efficiently, even in the cloud.

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