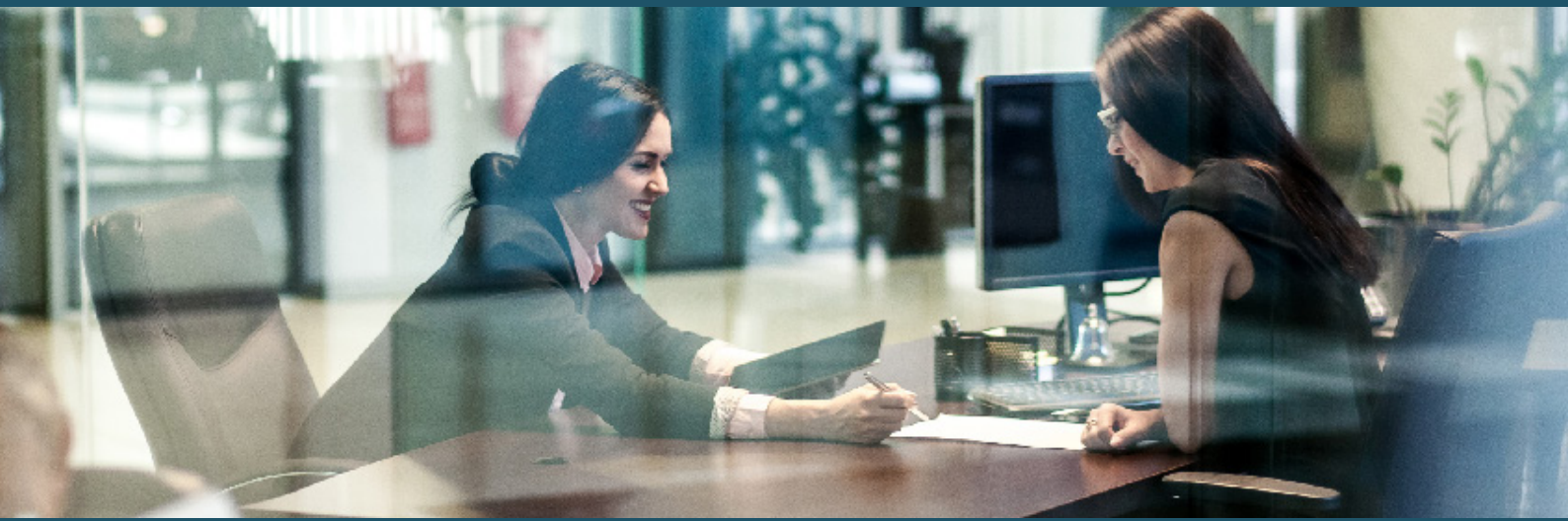




## CASESTUDY

# STREAMLINING A GLOBAL PROFESSIONAL SERVICES LEADER'S MIGRATION TO SHAREPOINT ONLINE



## Challenges

Migrating 200+ TB of content across 6 countries from Documentum into SharePoint Online.

## Solution

Content analysis, optimization and migration, disaster recovery, content provisioning, content care.

## Result

One strategic DMS, holding all Client data according to consistent global standards.

## ■ A Visionary Transition: From Legacy Systems to the Cloud

A global leader in professional services, faced a daunting challenge: they needed to transition over 200 TB of content from a live Documentum system to SharePoint Online across six strategic countries—the US, UK, Australia, Belgium, Germany, and Italy.

The Documentum migration was part of a wider program to transform operations in 46 countries by delivering Document Management capabilities via SharePoint. All this while thousands of colleagues still actively used the existing legacy system, supporting many critical business processes and integrating with multiple applications.

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Client’s IT Director

## ■ Xillio’s Strategic Partnership: Analyzing and Overcoming Challenges

Our role at Xillio was pivotal. We meticulously analyzed existing systems and migrated massive volumes of content across diverse site types—some actively used, and others kept as read-only archives. Our approach was tailored to meet specific regional and technical requirements, addressing the significant migration challenges while aligning the new systems with the client’s operational needs and strict compliance standards.

## ■ Proof of Concept: Pioneering the US Migration

The challenge began with developing a Proof of Concept (PoC) based on US corporate client sites, which defined the strategy for the other countries. However, during the initial migration of US content, extensive post-migration checks uncovered significant limitations in the old Documentum setup. Using the Xillio platform, we implemented a series of necessary improvements to the client’s content, including integration, security, and compliance fixes that significantly enhanced overall content management and quality.

A critical added service we provided specifically for the US migration was disaster recovery as the client needed to leverage the SharePoint solution for DR for a short period of time. By implementing daily delta migrations we were able to meet this need, minimizing disruptions to the client’s operational capabilities—a crucial aspect, given the daily use of the DMS. This added layer of complexity required innovative solutions to ensure continuity and resilience during the transition.

## ■ Expanding Scope and Rising to the Challenge

The project scope quickly expanded as the Client decided to extend Xillio’s work, moving it away from another vendor. This additional scope necessitated parallel migrations to additional countries, each adding layers of complexity. We had to continuously reassess our resources and strategies to maintain momentum and ensure the quality of the migration. Despite the need to significantly extend our timeline, the Client trusted Xillio’s capability to adapt and effectively manage these large-scale migrations under ever-evolving conditions.

## ■ Adapting to Evolving Conditions: Flexibility in Design

Another significant challenge revolved around the timing of Xillio’s engagement. The client’s IT Director explains, “Xillio got involved near the end of the overall program, when the target platform was already live and in use by more than 20

With 20+ years of project know-how in executing successful content migrations for enterprise and public sector clients around the globe, Xillio is your go-to partner for content migration software and services. Xillio is headquartered in The Netherlands. For more information, see [www.xillio.com](http://www.xillio.com).

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countries.” This situation required us to develop flexible mapping and provisioning strategies to integrate seamlessly into a predefined target environment.

## ■ Remote Collaboration: Building a Successful Partnership

Managing a three-year, remote-only collaboration across several time zones on an international project of this scale was an immense challenge. The project team’s diverse composition brought cultural differences in communication style and expectations to the forefront but collaboration and partnership with the Client team was the key to our success. Over time, the working relationship deepened, fostering a strong mutual trust that was instrumental in overcoming challenges.

The Client was particularly impressed by the Xillio team’s dedication. “You absolutely cannot fault their commitment to getting the job done,” she remarks, “even if that meant working after hours or sacrificing weekends and holidays.” That dedication was pivotal in accommodating the evolving project scope and ensuring timely delivery.

## ■ Triumph of Modernization: Performance and Productivity Gains

The Client’s modern document management system has now been implemented for customer data across 46 countries, which has proved to be tremendously valuable, the IT Director says. “With over 30 different global applications now integrated with our DMS, each with unique needs, content accessibility has improved significantly for our colleagues. Feedback from the Business has highlighted an improvement in performance and productivity gains, affirming the project’s success.”

## About Xillio

With over 20 years of experience, Xillio is your go-to partner for managing complex, high-volume content migrations and integrations within the Microsoft ecosystem. The Xillio Platform empowers organizations worldwide to unlock the full potential of their Microsoft 365 applications and Copilots, for a hassle-free transition to the cloud. Let’s liberate your content!

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