

Migration Case Study

Industry: Real Estate

This is a Real Estate organization that builds and manages large commercial properties across the globe. Their portfolio of properties represents more than 50 million square feet of office, retail, hotel, industrial, land, and multi-residential assets in key markets across Canada, the United States, and Europe.

Challenge:

This company had the good fortune of already having a team in place that put an emphasis on well-structured and well maintained data. They had employed the use of OpenText's ECM platform several years prior. Where their problem arose is a common story: a clean and effective migration from their shared drives to OpenText never became a priority.

Even the most well intentioned ECM vendor will stress the importance of proper platform use moving forward, but migrating past data is not always an urgent aspect of the project. This creates a snowball effect, in which new data moving forward often stems from legacy data; if legacy data doesn't move over to the new destination, then neither does the new data.

Their commitment to OpenText was there, but they needed a way to properly migrate their data. With the clear majority of user seats sitting unused and only the odd file being dropped into OpenText, they needed to improve their ROI on their ECM platform.

As the nature of their industry would dictate, they produce a wide array of physical paper documents – legacy documents that took up more than their share of real estate.

They also faced another common problem that their industry faces: the transition from physical to digital documents via scanning can be a tedious task in and of itself. Compounding the issue is the fact that attributing metadata to these new files was a manual task.

Solution:

FileFacets allowed them to capture and attribute their metadata through inheritance. Scanned documents no longer need to be analyzed and tagged individually.

All that needs to be done now is create their predefined destination folder in OpenText, attribute metadata tags to that folder, migrate the scanned documents, and those documents will reflect the metadata defined at the container level. FileFacets automates the tedious task of incorporating meaningful content.

With FileFacets, they have a solution that addresses the ingestion of compelling content. This cuts the naming, finding, and sorting aspect of their data migration project down to a fraction of what was previously planned.

Furthermore, the scope of the project expanded as the list of business units affected by these circumstances continued to become clearer. FileFacets continues to work with the growing number of stakeholders and ensure that each issue is treated individually and addresses their concerns specifically.

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