

Regulatory Compliance Migration

Industry: Electrical Utility

This company is the largest electrical distribution utility in the United States and has delivered throughout their territory for over 125 years. FileFacets was the vendor selected to help them implement their Information Governance program to meet regulatory compliance.

Challenge:

It was necessary for this company to make all Public Safety records available for regulatory board review. With this in mind, the client decided to migrate all relevant data from multiple network shared drives to OpenText Content Server as part of an enterprise-wide Information Governance initiative.

The material identified for the project comprised over 6 million files, on 24 servers, spanning 18 distinct business units.

Solution:

FileFacets, over the span of almost two years, met with content users, built functional classification taxonomies, determined enterprise-wide and business unit-specific metadata, and finally migrated only valid business records to the OpenText Content Server.

In addition to the classification and migration activities, Key Performance Indicators for the project were to identify and segregate duplicate records as well as ROT (redundant, outdated and trivial records) to ensure that only valid business records would be migrated to the selected ECM.

Results:

FileFacets' built-in analysis tools were essential to identify duplicates and the ROT material. The collaborative interface allowed all users to not merely view the project process but to participate in building the folder structure and plan the metadata that will be attributed.

The FileFacets portal was instrumental in assisting with the change management required to move hundreds of employees from one file system to OpenText. The project involved numerous stakeholders, in addition to the content users. Everyone was trained on FileFacets, many on both the interface as well as the technical aspects of the utility that captures and migrates data.

There are “lift and shift” tools that can manage a high volume of content, but they aren't equipped to weed out potential content problems.

Using these solutions can perpetuate content errors that will adversely affect the new ECM.



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