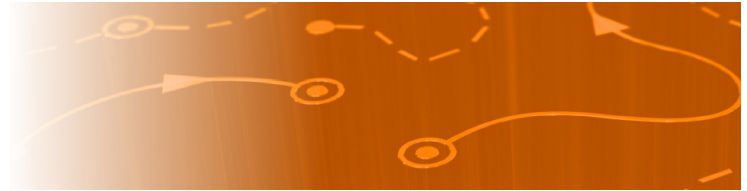


Services Data Sheet:

Enterprise Content Migration



Business Challenge

More and more, organizations are faced with the need to migrate or upgrade large amounts of data into a new enterprise content management environment. Along with these projects, organizations are interested in upgrading the hardware, consolidating repositories, improving application taxonomies or relational databases. As these projects increase in complexity and enterprise content management systems increase in sophistication, the need for content migration planning and expertise is growing.

There are several business factors that drive the need for companies to migrate to a new enterprise content management system, including:

- Mergers and acquisitions
- The need to centralize content and consolidate data
- To achieve commonality in ECM platforms
- To achieve commonality in business procedures
- Systems reaching maximum capacity
- To reduce maintenance costs and technical system management
- Other regulatory, financial and organizational challenges

Impact Systems Solution

Impact Systems offers a complete content and data migration toolset and services with recommendations on migration delivery, scope, phasing and architecture, including our up-front Migration Assessment service. Our A-C-E™ Migration Methodology combined with our Q-Config™ and Q-Transfer™ software tools help streamline this complex process into a repeatable and verifiable process that reduces time, cost and risk.

Impact Systems specializes in regulatory business solutions for clients in the life sciences (pharmaceutical, biotech, healthcare, medical device), government, manufacturing, technology and financial services markets.

Customer Value – Migration Approach

Customers benefit from our migration process by saving time and money, while accomplishing a worry-free migration with:

- An up-front, stand-alone, fixed cost Migration Assessment service to provide guidance in assessing the options and associated effort of migrating your ECM into the suite of functionality and scalability offered through a new or upgraded ECM environment.
- A process – A-C-E™ Migration Methodology – that allows customers to migrate easily in a controlled manner, one step at a time, and addresses complex content migrations with a tried and true process.
- An A-C-E™ Migration Dashboard – a unique snapshot view of the migration solution that provides the customer with a graphical presentation of their content properties.
- Proven methodologies and software tools to manage all aspects of a customer’s migration – content, configurations and customizations.

Analyze	Construct	Execute
Build Project Roadmap	Develop Repeatable Process	Execute Migration Process
Discover Organizational Memory	Develop Metrics (Dashboard)	Verify Results Using Standards And Metrics

Critical Migration Success Factors

The following are critical factors for a successful content and data migration, and by handling these aspects with focused resources and detailed attention we can make a customer’s migration a successful and practical business proposition.

1. Repeatable Migration Process
2. Attention to Details (mapping, verification techniques, etc.)
3. Organizational Memory
4. Flexibility to Accommodate Changes
5. Execution

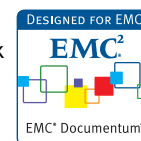
Customer Value – Migration Software Tools

Our experience over the last decade has led to the development of proven, proprietary software tools – Q-Config™ and Q-Transfer™ – that help streamline the complex migration process into a repeatable process and reduce time, cost and risk. Together, the tools help companies manage and migrate large amounts of data – configurations, content, metadata and related content. Q-Config™ and Q-Transfer™ users, ranging from global life sciences companies to global technology companies, have accomplished enterprise content migrations in 25% less time.

Migration Products Overview

Major Elements	Products Available
1. Configuration	Q-Config™
2. Content	Q-Transfer™
3. Metadata/Attributes	Q-Transfer™
4. Content/Metadata Transformation Rules	Migration Filters/ Q-Transfer™
5. Customizations	Included in Analysis

The “Designed for EMC Documentum” accreditation is a mark of quality and value that demonstrates that Q-Config™ and Q-Transfer™ have successfully met a comprehensive set of EMC Documentum criteria for good design and quality integration.



Q-Transfer™: Intelligent Content Transfer/Bulk Load Software

Reduce considerably the amount of time and cost required to migrate large amounts of content, metadata and related content plus governing rules in a verifiable, repeatable manner, for a rapid migration.

Q-Config™: Configuration and Content Management Software

Transports complete set of configuration parameters, including templates and associated policies, from one repository to another with built-in pre-verification and report generation. This repeatable and verifiable process is a significant time and cost-saver in regulated industries.

Migration Case Studies

Specialty U.S. Healthcare Company

Challenge: As part of an acquisition, migrate all critical documents and associated histories from a legacy Documentum Compliance Manager (DCM) system in an exact form to a new, updated DCM hardware infrastructure within a three-month timeframe.

Solution: The entire content migration process including configurations, critical documents and associated metadata from start to finish was successfully completed within forty-five days, a month and a half ahead of schedule, and business acquisition objectives were achieved.

Multinational Chemical Manufacturing Company

Challenge: Upgrade the current systems at multiple sites to Documentum 6.

Solution: The project resulted in a successful rollout of the business critical applications and migration of the configuration and content at multiple sites. The migrated repositories contained 35 doctypes; 160,000 documents of various formats including Word, Excel, Visio, AutoCad drawings, scanned images, and PDFs; five Lifecycles; and 35 Workflows.

Global Computer Manufacturer

Challenge: Migrate over 500 repositories that were based on home grown applications, file shares and other content management systems into a single repository.

Solution: Migration methodology included processes and software tools to extract the content and metadata from the existing systems and transfer into the new system, while addressing all issues of incompatibility and data integrity between the systems. As part of Phase I migration, 351,583 documents were filtered to 63,965 documents with 53,349 MB data imported into the new ECM repository.

Major U.S. Pharmaceutical Company

Challenge: The client had multiple ECM repositories in five different manufacturing sites. The ECM software version was no longer supported by the ECM vendor, so the company needed to upgrade. While the company was upgrading, they also wanted to implement changes to the application.

Solution: All manufacturing sites were migrated to a common ECM structure, allowing custom reports and other customized functionality to be developed once and used across all sites. Additionally, the process allowed legacy content, metadata, and audit trails to be migrated as the new common application was implemented for each site. The customer was able to upgrade and migrate all five sites in one year (vs. the two years it took them to roll out the initial system).

Take the Next Step

We understand the content management issues that organizations have to deal with daily. Many of your most pressing issues can be resolved using Impact Systems solutions, allowing you to manage critical information across your enterprise.

For more information, contact us today:

Phone: 302-573-6864 x105
Email: info@impactinfosys.com