City of Phoenix

Company name: City of Phoenix
Location: USA
Industry: Government
Project: Oracle UCM to SharePoint

Phoenix is the fifth largest city in the United States of America and is the state capital of Arizona. The headquarters of numerous Arizona state government agencies are in Phoenix, many of which are in the State Capitol district immediately west of downtown.

Case study summary
City of Phoenix wanted to migrate its website from Oracle UCM to SharePoint Online with the aim of modernising their information management infrastructure.

The challenges

- **Large amount of data**: Over 50,000 items were stored in Oracle UCM content server. The content structure and site sections configuration in the Source system had to be analysed. This included documents, pages, forms and images.

- **Redirect page links**: Each page had links to other pages, media assets and documents, which had to be redirected to new URLs created within the target SharePoint environment.

- **Item discrepancies**: We had to factor in items that had discrepancies [in the websitesection(blank)] while working on the structure mapping and loading Pages to particular libraries within sub-sites so that the appropriate taxonomy could be assigned correctly.

- **Needed to change asset content types**: Many assets had the Content Type set as “Web-Content” in the source Oracle UCM system. These needed to be changed to a “Document” Content Type without affecting the content types of other web pages.

The results

**Data consistency and reliability**
An item level audit ensured that every content asset was successfully cleansed, transformed and migrated to comply with the constraints of the new environment.

Many items had their format converted to fit the new SharePoint environment.

**Major cost benefit**
Automation of complex migration processes ensured reduced effort and delivered huge cost savings for the client.

**Optimised content and structure**
Content (including Content Types and metadata) stored in the Oracle UCM server was consolidated and standardised to meet the requirements of the target SharePoint environment.

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