Dubai Silicon Oasis Authority (DSOA) manage a 100% government-owned free zone that promotes modern technology industries with urban masterplanned community, state-of-the-art infrastructure and in-house business services.

Case study summary

DSOA had an ageing system which was not answering the demands of their business. The structure of the FileNet platform had proved too complex for users to easily interact with content, causing a detrimental effect on productivity and collaboration. To enable better content management, DSOA chose Microsoft's SharePoint platform to avail the classification and collaboration advantages offered.

Having used a legacy IBM FileNet deployment to manage over 850Gb of content since 2009, DSOA had a requirement for a modern platform to streamline various business processes and improve departmental efficiencies.

To achieve this, DSOA needed assistance in understanding the existing content landscape, implementation of an effective information management and governance strategy in SharePoint and migration of large volume of content from existing FileNet platform to align with the streamlined business processes.

The challenges

Understanding of existing content
DSOA required an insight into the existing content, information architecture and ECM Features being used in IBM FileNet.

Investigation into FileNet usage
Investigation of the day-to-day operations involving IBM FileNet to address high-level business decisions surrounding FileNet's content.

Error identification
Thorough assessment of source content to identify errors, inconsistencies, and relationships surrounding content.

Optimise information architecture
DSOA expressed a need for an optimised information architecture which closely matched DSOA's existing business processes.

High volume migration
The solution would need to efficiently manage the migration of a large volume of content across multiple departments.
Improved User Productivity

By empowering DSOA's users with a streamlined content platform, Proventeq have helped reduce the time spent across the organization searching for and working with content. SharePoint has provided DSOA with a content services platform which enables flexible collaboration, distribution and management, thus improving user productivity across the organization.

Best practice strategy

To assist with the challenges, Proventeq worked closely with DSOA to understand the day-to-day operations and the need for change. Proventeq Migration Accelerator was chosen to migrate content effectively from IBM FileNet to SharePoint.

Discovery & analysis

By undertaking detailed analysis to illustrate DSOA’s content landscape and departmental usage, our migration experts highlighted data inconsistencies and potential issues which required attention prior to DSOA’s migration.

Content mapping, flattening & tags

Content from various department folders within the FileNet were mapped and migrated to SharePoint site collections and sites. Content stored in hierarchical IBM FileNet folders was flattened and tagged with relevant metadata.

Document class consolidation

200 document classes were consolidated into less than 20 Content Types. This solution provided an expedited migration to SharePoint with the ability to migrate all relevant metadata alongside the newly classified content.

Metadata generation

Additional metadata was generated based on existing document class attributes. Invalid characters and patterns present were substituted prior to migration to ensure compliance with SharePoint’s file naming conventions.

Collation of sensitive HR content

To accelerate HR department activities and improve data protection, sensitive data spread across multiple locations was collated into an employee-centric structure.

The results

Improved User Productivity

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SharePoint has provided DSOA with a content services platform which enables flexible collaboration, distribution and management, thus improving user productivity across the organization.

Reduced total cost of infrastructure

DSOA have found that by moving the content out of IBM FileNet and decommissioning the IBM system there has been a significant reduction in the total cost of ownership of their ECM infrastructure.

These savings have been generated by reduction in licensing and support costs; and by negating the need for expenditure on modernizing the existing platform functionality to meet the organizational needs.

Make your content work smarter with Proventeq

Proventeq specialises in migration from non-Microsoft and legacy Microsoft systems to SharePoint. Our AI-powered migration and productivity solutions turn your SharePoint adoption challenges into opportunities.

Find out more at www.proventeq.com