Company name
Royal Ahrend

Location
The Netherlands

Industry
Furniture

Project
FileNet to SharePoint

Founded in 1896, Royal Ahrend is an international leader in commercial furniture committed to delivering highly collaborative and sustainable office, learning, healthcare and retail environments to end users around the world.

Case study summary
Royal Ahrend needed to move from their legacy IBM FileNet system into SharePoint Online and take advantage of the new functionality and features available, while also maintaining the business content they had on their clients, and on their current and past projects.

By working closely with the Royal Ahrend IT Support team, and using customer IDs to create individual site collections in the target SharePoint system, Proventeq were able to appropriately restructure the content which contained both documents and emails, to a more logical hierarchy in SharePoint.

“Without Proventeq we would never have been able to convert our highly complex historical data into a modern cloud application.”

Gijs Boudens
ICT Director

The challenges

Bad user experience
User Interfaces (UI) in the legacy ECM are unfriendly and challenging to work with, which created a bad user experience and had a negative impact on efficiency and productivity.

Inefficient and high management costs
The metadata in the legacy FileNet platform was either missing or incomplete and needed adding from various sources. This was time consuming and costly to manage.

Complex to manage and maintain
Content was stored according to the file types available in the legacy FileNet system. The poor information architecture made it hard to manage and maintain.

Compliance and security issues
Dossier documents were filed in common object stores in FileNet instead of customer-specific locations which created compliance and security issues.
**Best practice strategy**

To meet the specific challenges of Royal Ahrend's SharePoint migration requirements, Proventeq worked closely with their existing business processes and underlying systems, and utilised the advanced features of our Migration Accelerator product to maintain business continuity and productivity:

**Discovery & Analysis**

We used our Content Analyser to understand and identify the existing content landscape in FileNet.

**Information Architecture Optimisation**

Using custom classification rules, we consolidated multiple content types from 29 down to 5 in the target SharePoint system, thereby creating a simplified structure.

**Security and compliance**

During the migration, we enriched and restructured Royal Ahrend's content via classification, security remapping, metadata and taxonomy. We also moved dossier documents from the common object store to customerspecific document libraries to ensure security and compliance.

**Plot migration**

We ran a pilot migration to prove that the revised content architecture worked as per business expectations prior to commencing the full migration.

**Full-fidelity migration**

Once the IT team at Royal Ahrend were satisfied with the migration design and target system architecture, Migration Accelerator was utilised to execute a full-fidelity migration with an item-level audit trail. This ensured that all items were successfully migrated.

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**The results**

**Improved user experience**

With the extensive restructuring, rationalisation and enrichment of the various data types, Proventeq were able to align content in a clean and robust way, that both caters for historical data and empowers Royal Ahrend to take advantage of the many benefits that restructuring and re-alignment brings to their data - consolidating their digital workplace.

**No BAU business impact**

Allowing for the migration to happen alongside existing business processes was a challenge, which was met due to data load planning and allowed the migrated and centralised data to continue working with full integration into companies' existing ERP and CRM systems. Going live allowed daily business processes to continue.

**Cost reductions**

In moving their data away from IBM FileNet, Royal Ahrend were able to make cost savings by decommissioning the legacy system and data held in these disparate locations. This was all achieved in a way which did not impact their day to day business processes.

**Secure remote working**

This move to Microsoft 365 enabled Royal Ahrend to realise its modern digital workplace ambitions and get a secure remote working environment ready for active collaboration amongst its departments.

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**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](http://www.proventeq.com)