Enterprise Content Management System

Major West Coast Airport

OVERVIEW

A major airport on the West Coast asked Stellar to provide on-demand Enterprise Content Management System support, consulting, and customizations. The client was using OpenText Content Server Version 10, which was soon to be unsupported. Thus, they approached Stellar for advice on whether to upgrade or migrate over to a different version that would continue to meet the organization's need. The client's main challenge was "nested file syndrome," in which the 500 staff members were creating folders that were at times 10+ levels deep, resulting in it being very cumbersome to find files. In addition to centralizing and migrating all the files into a more organized repository, the client was looking to maintain the records management system that it had used for CS 10.

APPROACH

Stellar proposed to independently create a new environment with CS 16, migrate content that would be newly organized, and restrict users from creating folders that were many levels deep. Our team developed custom tools to completely draw up the 40+ Department workspaces whilst providing records management consulting to ensure that the files and folders were properly accounted for during migration.

SOLUTION

Stellar provided many services to the airport in order to migrate all of the airport's data into a more efficient system. Our team developed a custom folder mapping tool using C#, and migrated the audit trail data from Content Server 10 to Content Server 16 using a custom tab through OScript development. The team reconfigured the structure and application of folders/files and was then able to migrate hundreds of gigabytes of data into CS 16 whilst applying meta-data through Categories and Attributes. Finally, the team provided training and support to the client's 500+ users on the newly implemented system and features

RESULTS

The migration from CS 10 to CS 16 has brought tremendous organizational efficiencies to the airport and its entire staff of more than 500. Through permission and structural changes, the "nested folder syndrome" has been addressed and the client's records management system continued to operate smoothly. Stellar is currently consulting the client to deploy further customizations and workflows.

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