

# City of London Moves Systems to Better Support Records Management Practices

## Velocity Content Migration Moves City of London to SharePoint 2013



**A major regional center in Southwest Ontario**

The City of London ("City") is a major regional center in Southwestern Ontario with a population of approximately 369,000 residents, strategically located between eastern and the mid-western United States. As one of the few communities in Canada with Aaa credit rating, London is a financially sound and well managed municipality that boasts a very diverse and stable economic base. Education, healthcare, life sciences and biotechnology research, professional services, information technology, advanced manufacturing and tourism are the most notable sectors of the local economy. London is also home to Fanshawe College, Western University and the Ivey School of Business which contributes to the City's reputation as an international centre of higher education and scientific research; for more information about London, visit [www.london.ca](http://www.london.ca). The City is a single tier municipality which provides its residents with valued services. There are approximately 3,100 full-time employees and 1,000 temporary and seasonal employees working in the various 'Service Areas' including fire, police, hydro and long-term care, municipal inside and outside workers.

### Migration Goal

Move nearly 4 terabytes of mission critical content from OpenText Livelink to SharePoint 2013. During the migration, City staff will require full access to Livelink "source" documents combined with minimal downtime. The migration will transform complex Livelink categorization to SharePoint metadata, as well as shorten destination URLs of documents.

### What Motivated the Move

The City implemented Livelink in 2001 to store new and newly migrated content from another legacy system (Byte Quest). At the time Livelink was configured and implemented, records management was not part of the project scope. When the City started looking for a new way to manage content and implement records management they researched a variety of options. Ultimately, the City decided to utilize SharePoint 2013 as the main document repository. In addition to SharePoint, the City selected Gimmel's Governance and Compliance suite for its records management capabilities. In preparation for the migration, the City also reorganized content and set retention policies on system containers.

Essentially, the City wanted to achieve the goal of improved records management through a three step plan:

1. Migrate existing content from Livelink to a new pre-configured SharePoint 2013 repository.
2. Utilize Gimmel to track records throughout the entire document to record to disposition lifecycle.
3. Transform and reorganize content to better support records management practices at the City.



### Industry

Government

### About the Project

- ECM to be Replaced: OpenText Livelink
- Target Repository: SharePoint 2013
- Number of Documents Migrated: 2.5 Million
- Document Volume: 3-4 Terabytes
- SeeUnity Software Used: Velocity Content Migration

### Solution

#### Velocity Content Migration

- Migrate content to SharePoint 2013 while preserving metadata
- Enable a smooth transition between systems with minimal downtime
- Enables a synchronized approach to migration to allow workers to continue working
- Configuration options transform data, map metadata, and transfer security properties
- Transform data to conform to SharePoint 2013 standards without losing searchability

*"We thought we were getting a migration tool, but instead we got a partner. The SeeUnity development and support team were outstanding responding to questions and in some cases implementing customizations to enable the migration. SeeUnity has been an exceptional migration partner."*

- Chris Caughlin, Technology Division, City of London

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## About the Migration

Migrating an entire local government's content is no small job. The City of London has over 2.5 million documents and planned to migrate as many as five discrete versions of each document. Documents are shared between 50 business units through various operational processes. With this large volume of documents, high user demand and deep cross organizational dependencies, an air tight plan was required to minimize downtime. A city can't exactly shut down just to move content to a new system.

Due to the large number of documents and cross-departmental integration, it was not feasible to migrate city departments through a batch process. All process dependent content essentially needed to be migrated at one time but also be available during the entire migration. This obviously presented a challenge; with such large quantities of content, how can you move it while allowing work to continue?

The previously mentioned challenge was the exact reason that City turned to SeeUnity's Velocity Content Migration software. SeeUnity's software enables a synchronized approach to migration. In the background, the Velocity Content Migration is configured to transform document data, map metadata, and transfer all security properties to match with the new system.

The City took a copy of the Livelink production system and migrated a majority of the content from this repository using the Velocity Content Migration software. This allowed the migration to run nearly 24 hours per day 7 days per week without impacting the users. The City then employed a staged approach to go-live by grouping logical business units together that shared content and business processes. At each respective stage's go-live, the Velocity Content Migration software was used after hours to migrate updated content or "deltas" directly from the Livelink production system.

*"We knew we needed to do a tightly grouped staged approach with our migration to minimize business disruption. During the migration we were actively training and involving the user groups so they would be prepared for the big transformation,"* said Chris Caughlin of the City of London's Technology Division. *"The only way we were able to do the migration the way we required was using SeeUnity's migration software with the synchronization of deltas."* Internal planning for user training and communication is one of the biggest challenges of a migration. With SeeUnity's tools in place the City was able to focus on planning, testing, and contingencies.

Once the structure and process was decided on, the City also focused on using the powerful metadata mapping tools of SeeUnity's content migration software to ensure the content would fit into the new environment. Metadata is mission critical to the City and they have a fairly complex and widely used categorization of content in Livelink. This categorization needed to be translated to SharePoint. In order to achieve this, they configured the software to complete transformation on multiple categories for the 2.5 million documents.

Along with complex metadata mapping some additional data transformation was required. In the Livelink environment some of the document names were more than 400 characters long. Migrating these documents "as-is" would cause an error with the URL length. The SeeUnity software helped to transform this data and shorten the URL while also putting the full Livelink document name into the SharePoint title field so that it remains searchable.

The biggest benefit to using SeeUnity's Velocity Content Migration, was a bit unexpected. "We thought we were getting a migration tool, but instead we got a partner," said Caughlin. "The SeeUnity development and support team were outstanding responding to questions and in some cases implementing customizations to enable the migration. SeeUnity has been an exceptional migration partner."



Content integration experts providing in-depth solutions to connect, sync, or migrate data across on-premise or cloud-based ECM solutions with external business applications. We're dedicated to improving workflow and business processes by extending applications and connecting people with content. SeeUnity supports a growing list of 30 connectors and provides comprehensive migration and synchronization tools to 500+ customers and 30+ partners worldwide. We proudly serve customers of all sizes, including Fortune 500 businesses, Am Law 100 and 200 firms, and government entities.

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