



More than an Upgrade...

AN INFORMATION GOVERNANCE CASE STUDY

THE SITUATION

One of the largest electric utilities providers in the nation needed migration, implementation, and training services for a Corporate Records Information System (CRIS) replacement project. However, extremely outdated and highly customized systems presented numerous challenges, thus leading to a highly complex project. They were using a highly customized version of IBM's Records Manager (RM) as a CRIS for managing physical records. The customized CRIS was running on IBM's RM 3.5, which is obsolete and no longer supported by IBM. The application was therefore at a high risk of system failure which could have potentially rendered records irretrievable.

THE SOLUTION

An expert in FileNet, IBM Enterprise Content Management, and data migrations was badly needed! It was imperative to develop and implement a new solution for physical records management, migrate the old information to the new system, and upgrade the IT infrastructure related to physical and electronic records management.

Technology:

- IBM Enterprise Records
- FileNet Records Manager
- FileNet P8
- Datacap
- IBM Content Navigator
- Content Migration Tools

THE RESULT

The project was successfully completed, and the client now has a fully upgraded and supported repository and records management solution for both their physical and electronic records users. The old system was decommissioned so the client has only one system to maintain. Internal staff have also been trained on the solution and are now able to maintain and manage it on their own.

