

CASE STUDY

Enterprise collaboration solution breaks down information silos
Document and records management platform boosts productivity and enables regulatory compliance



A global oil and gas company was challenged by heterogeneous technology platforms for document management. The company sought to address high operational costs and scalability issues by replacing local instances of EMC Documentum with out-of-the-box capabilities of Microsoft SharePoint 2010.

The oil and gas company partnered with Infosys to develop an enterprise document management structure and migrate data to the Microsoft SharePoint 2010 platform. The program implemented consistent document management processes and established robust data governance to realize significant cost savings and minimize maintenance as well as support.

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Simplify data management

Infosys designed a multi-layer solution architecture to facilitate robust yet flexible core system capabilities. We developed a document management framework with common standards, processes and metrics, in consultation with stakeholders. The new taxonomy, retention policy and information architecture focused on scalability, while the business rules for document numbering and filing structure ensured real-time access.

We established a Records Center to better manage, store and archive electronic documents. We defined a document

lifecycle to streamline document management, and developed the content structure, metadata, templates, and workflows for robust document and records management. We created a 'search engine' for employees to query and retrieve documents uploaded by offices around the world. Significantly, our remote-site performance solutions addressed specific business requirements.

Ensure smooth onboarding

Infosys adopted an incremental approach to migrate document management from legacy systems to the Microsoft SharePoint 2010 platform. We followed best practices

in architecture design and implementation to minimize costs and ensure business continuity. We identified business users and stakeholder groups prior to migration, and developed interfaces for Microsoft SharePoint 2010.

More than 25TB of data was migrated from EMC Documentum to Microsoft SharePoint with minimal downtime. Automated cleansing of source data before migration reduced effort to cleanse post-migration data by more than 30%.

Realize enterprise-wide benefits



The unified document management infrastructure and collaboration ecosystem helped the company:

- Save more than US\$500,000 annually
- Ensure a seamless user experience with a 'single version of the truth'
- Enhance disaster recovery capabilities across locations
- Mitigate risks through compliance with country-specific regulations

For more information, contact askus@infosys.com

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