

## Case Study:

### Impact Systems Completes Migration Project to Documentum 6 for a Multinational Biotech Company



#### Business Overview

A multinational biotechnology company engaged in development of products for infectious diseases, transplant medicine and gastroenterology wanted to upgrade their enterprise content management system from EMC® Documentum® version 5.2.5 SP2 to the latest release, Documentum 6.0 SP1, as the older version was going out of vendor support. In addition, the company sought to utilize the latest content management capabilities in preparation for electronic submissions to pharmaceutical regulatory agencies.

Simultaneously, the company intended to switch their content database from Oracle to SQL Server, in accord with the latest corporate relational database standard. A third goal for the upgrade project was to provide the company's European subsidiary with access to the U.S.-based content management system. The upgraded application would also reside on new higher-capacity hardware.

#### Challenges

Similar to many other organizations, the company was faced with the need to migrate and manage large amounts of data across the enterprise, and was seeking consulting expertise to help them fully understand their migration challenges, desired outcomes, and how to best accomplish a successful content migration.

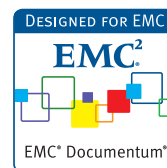
Additionally, as a biotech company with stringent requirements for computer system validation to meet FDA and foreign regulatory bodies' specifications, the company required a repeatable process which could be executed and verified in a Test environment with the exact same process repeated for Production.

The company did not have the internal staffing to take on this project, and was looking for focused expertise with content migrations in a validated environment as well as seeking consultation and capability for the alternatives in providing remote access for the European site. Change in databases is not handled by a standard Documentum upgrade, and typically involves manual intervention by a skilled technician to update pointers and other components – not an automated, repeatable process.

#### Solution

The customer engaged Impact Systems (Impact) in recognition of Impact's enterprise content management expertise, proven capabilities with complex migrations, and extensive experience in the pharmaceutical and biotechnology industry.

Impact provided a repeatable migration process, using Impact's A-C-E™ Implementation Methodology and proprietary software tools – Q-Config™ and Q-Transfer™ – for migration of content, metadata and application configuration. This repeatable process was first proven and validated in a Test environment, providing a highlevel of confidence and documented evidence in preparation for production migration. The same process was then executed for the Production migration.



The "Designed for EMC Documentum" accreditation is a mark of quality and value that demonstrates that Q-Config™ and Q-Transfer™ have successfully met a comprehensive set of EMC Documentum criteria for good design and quality integration.

As part of the migration, the company wanted to maintain all attributes in their original form in order to uphold regulatory compliance. This included attributes such as “last modified date” which are automatically updated by Documentum whenever content is imported into the repository. Because Impact’s migration tools work hand-in-hand with Documentum procedures and audit trail capture, this requirement meant bypassing standard update processes. In order to accomplish this in a controlled, repeatable manner, Impact Systems prepared and executed a post-migration filter to update these attributes from the original data. This ensured that the entire breadth of original attributes were maintained for regulatory review purposes.

Analyze	Construct	Execute
Build Project Roadmap	Develop Repeatable Process	Execute Migration Process
Discover Organizational Memory	Develop Metrics (Dashboard)	Verify Results Using Standards And Metrics

The Impact team implemented EMC’s Branch Office Caching Services (BOCS), to provide efficient remote access for the European site. BOCS provides the ability to cache copies of select documentation on a server at the remote site, and manage updates so that the remote location is always working with the latest copy. This reduces the transmission of content across the global network to a minimal as-needed basis. For example, it does not transmit content when the site already has the latest copy.

### Summary: Outcomes/Benefits Realized

The upgrade to the latest Documentum release was completed successfully, and the company’s migration goals were met. The database conversion from Oracle to SQL server was executed. Efficient access was provided for the European subsidiary. And, migration activities were executed in a well-documented, repeatable, validated process to meet the company’s regulatory requirements for system validation. The production migration and documented validation of the migration was completed over a three-day weekend, creating minimal disruption to the content management system users. And, the company has engaged Impact Systems for additional work to expand the company’s usage of Documentum across the enterprise, including preparation for submissions to regulatory agencies.

### About Impact Systems

Founded in 1996, Impact Systems, Inc. focuses on the deployment and migration of Enterprise Content Management (ECM) systems. Impact Systems has developed a proven, comprehensive migration process, including an upfront Migration Analysis Assessment and a proprietary suite of migration software tools (Q-Config™, Q-Transfer™) and the multi-step A-C-E™ Implementation Methodology for end-to-end solutions. This software and methodology allows for the migration of configuration, content, metadata and related templates, policies and rules across ECM (EMC Documentum, FileNet, Open Text, Lotus Notes and SharePoint) platforms, based on a proven, best practice process. Impact Systems has delivered complex migration solutions to satisfied clients in the life sciences, manufacturing, technology and financial services markets, while meeting strict regulatory requirements. Additionally, Impact Systems has Solution Centers in the U.S, India and Switzerland to provide cost effective migration implementation project support around the clock. Impact Systems is a member of the EMC<sup>2</sup> Consulting/Select Services Team, and is an Adobe® and Kofax partner.