AN ENERGY COMPANY MIGRATES ITS ECM SYSTEMS

Consolidating ECM Systems and Replacing Archive Systems to Reduce Costs and Improve Services

CRAWFORD TECHNOLOGIES

BACKGROUND

This large energy company is engaged primarily in electric power production and retail distribution operations. They own and operate power plants with approximately 30,000 megawatts of electric generating capacity, including more than 10,000 megawatts of nuclear power, and deliver electricity to millions of utility customers in the United States.

The Challenge

As part of a review of IT systems the energy provider identified a dozen separate ECM systems that provided document and content services to the business. In order to save money and be more efficient, they decided to consolidate these multiple systems and selected EMC Documentum as the strategic ECM system moving forward.

One of the legacy archive/ECM systems was an ASG Mobius solution, used as an archiving platform for customer correspondence such as bills and statements with records going back over 10 years. The system was based on an IBM zOS mainframe and was costly to maintain, while failing to meet new architectural standards for enterprise applications.

The Solution

The company decided to migrate and replace the ASG Mobius system with EMC Documentum and Crawford Technologies' PRO Archiver. EMC and Crawford Technologies provided a complete customer communications archiving and e-presentment solution that encompassed software products, implementation services and a complete migration from ASG Mobius.

The key components of this solution were:

- EMC Documentum was chosen as the enterprise content management platform of choice, providing core repository services, security features and an API for web portal integration.

- CrawfordTech PRO Archiver for Documentum was chosen to provide transformation and archiving services for AFP print streams integrated with the Documentum platform.

- CrawfordTech consulting services was chosen to migrate over 500 Million documents from the existing ASG Mobius archive to EMC Documentum

- Accenture provided client-side consulting services to evaluate and recommend vendor solutions and manage the overall delivery of the project

At a Glance

CrawfordTech Products:

PRO Archiver for Documentum

Objective:

To consolidate multiple archiving and ECM systems to a single platform, migrating over 500 million documents.

Approach:

EMC Documentum was selected as the ECM platform, with PRO Archiver for Documentum as the enabler to store and index AFP print streams for archiving, converting them to PDF for e-presentment.

Results:

- The customer was able to replace legacy systems with an open platform, reducing infrastructure costs and consolidating content management.

- Users can access and retrieve statements and other content through online portals, giving immediate access, and lowering print and mailing costs.

A key benefit for the customer was that Crawford Technologies had staff with decades of experience in both EMC Documentum and ASG Mobius that were able to provide comprehensive services to facilitate the migration.

Results

Retail and business users can now access statements via online portals, which removes the need to print and post statements. Over 50 million new documents are added to the archive yearly, and over half a dozen customer services and web portal applications are connected to the archive.

The client was able to replace several existing legacy archives with EMC Documentum, reducing the total cost of ownership for these systems. The new enterprise content management system uses an efficient open systems software and hardware infrastructure that that lowers infrastructure costs. Combining these features satisfies the company's vision of a single enterprise system for content management.

PRO Archiver for Documentum provides the key enabling technology for storing and indexing AFP print streams for archiving purposes and converting them into PDF for e-presentment purposes. It allows the users to access and retrieve statements and content over long periods of time with extremely fast response times through mobile devices or the web.

CrawfordTech Solutions

Crawford Technologies develops software and solutions to help enterprises optimize and improve the secure and accessible delivery, storage and presentment of their customer communications.

With over 1,800 customers on six continents, Crawfordtech solutions and know-how enable the largest banks, insurers, healthcare providers, utilities and print services companies to use their existing technologies, documents and data in new ways. We help them navigate the challenges in leveraging legacy applications in the platforms and applications of the future.

CrawfordTech's products, services and domain expertise reside at the nexus of content, data, and output management and are essential components of our customers' digital transformation, output management and document accessibility strategies.