

A Second Opinion Saves Time and Money:
 ECG Management Consultants use XPlica for SharePoint
 Migration



Customer: ECG Management Consultants

<http://www.ecgmc.com/>

Products Used:

Vyapin's XPlica – A SharePoint to SharePoint Migration Solution

www.vyapin.com



Microsoft SharePoint:
<http://office.microsoft.com/sharepoint>

A well-maintained and easy to-manage intranet is an important system for this healthcare management consulting firm to keep staff and consultants efficient in delivering exceptional client solutions. After maintaining multiple versions of SharePoint, it was time to take full advantage of a move to feature-rich collaboration environment and standardize on a single platform.

Such a move presented the challenge of minimizing the time commitment of client-facing consultants while accurately identifying the documents to migrate. In this case, seeking out a second opinion led to a low-cost, effective treatment that came in the form of Vyapin's XPlica.

Client Background

With over 200 consultants and 50 staff members located in offices across the United States, ECG Management Consultants (ECG) offers services to help healthcare clients improve competitive positioning, achieve strong financial performance, ensure effective operations, and leverage the right technology to achieve strategic goals. One of the company's key differentiators is the way in which it works with clients. ECG's exceptionally talented and experienced consultants view each client's challenges as unique. Cookie cutter solutions have no part to play at ECG. This difference in approach has placed the services of ECG in high demand.

The Business Challenge

With a team of consultants working with clients across the country, collaboration and sharing of information is a business priority. In light of that, ECG was an early adopter of technology solutions. It first implemented Microsoft's SharePoint 2003 as the backbone for business unit team sites, sharing documents, and tracking client deliverables.

Company Fast Facts:

- 250 employees in the United States
- Office located in Boston, San Francisco, Chicago, Seattle, Dallas, St. Louis, San Diego and Washington D.C.
- Services include: Strategy, Finance, Operations and Technology

Challenge: To migrate a SharePoint 2003 environment consisting of:

- 60,000 items
- 75+ libraries and lists
- Complex structure

Over time, ECG saw its content and collaboration needs grow significantly. With that growth came a corresponding increase in both the importance and complexity of the SharePoint environment:

- Over 60,000 items—large for the size of the company.
- Approximately 75 libraries and lists for various groups, including one with an extensive team site.
- Numerous categories that used links and documents, data-related libraries with Microsoft Access databases, proprietary medical databases, surveys, library items, and staff-authored publications.
- Support for departments and documentation of their processes. For example, Human Resources handled the onboarding of new employees through this environment.
- Extensive use of knowledge objects. Libraries and lists were created and acted as a framework for content and associated metadata.

Moving Forward—What to Take and What to Leave Behind

It was not too long before ECG found itself wanting to upgrade to SharePoint 2007 to take advantage of its enhanced collaboration features. Given the complexity and business critical nature of the ECG collaboration environment, the decision was made to not move everything at once. Instead, the intranet and internally facing content would remain on SharePoint 2003 for the time-being.

Wade Baxter, ECG's Senior Application Engineer focused on SharePoint and a member of the eight-person IT Team, describes the situation:

"The challenge was the huge amount of content on the intranet. There was no way to know what to keep and what to leave behind. Content and complexity had grown over time. Our consultants are busy on engagements and need to be in front of clients. It doesn't make business sense for them to go through a large identification exercise. So, we kept the SharePoint 2003 environment running knowing we would one day need to make a decision."

Decision Day Approaches

When the availability of SharePoint 2010, the successor to SharePoint 2007, was announced ECG was once again faced with a dilemma. It had a desire to reap the productivity benefits of SharePoint 2010's advanced features such as Enterprise Search. However, the issue of the size and complexity of the intranet (left running on SharePoint 2003) still existed.

CASE STUDY



to SharePoint 2010 without a migration path.

Benefits of Using XPlica:

- Reduced document clutter by approximately 50%
- An estimated 10% saving in support time achieved through platform standardization
- Cost effective; over \$50,000 worth of savings compared with competitor offerings

“Vyapin’s XPlica was easy to set up, no training required. Hands down, this was the most cost effective way for us to improve the intranet experience for our user community.”

-Wade Baxter

Senior Application Engineer
ECG Management Consultants

As did the challenge of how to move forward without detracting from the billable work of consultants.

Wade explains, *“The intranet had become slow, difficult for employees to navigate and for me to properly support. And yet, we still didn’t want to invest staff and consultant time in a large, expensive process to decide what to keep and what could be disposed of during the migration”*.

True to the 80/20 rule, ECG knew that 20% of the content was used to provide 80% of what was relevant. The problem was that it did not know *which* 20%. Another major challenge on Wade’s list of considerations was that there was no migration path from SharePoint 2003 to SharePoint 2010.

Solution: Vyapin’s XPlica

“We knew there had to be a way to make sure the intranet content was accessible and to bring it into the new SharePoint 2010 environment. We just had to figure out how to do it better, faster, and without impacting our business operations,” said Wade about dealing with the SharePoint 2003 environment.

ECG started by evaluating a variety of tools. Reviews revealed that some companies price their solutions based on the amount of data to be migrated. With approximately 3 terabytes to deal with, those solutions could have easily cost ECG tens, if not hundreds, of thousands of dollars. This quickly pushed Wade to find alternatives.

XPlica, a powerful SharePoint-to-SharePoint migration solution from Vyapin, was soon discovered. Leveraging Vyapin’s free 30-day trial, Wade conducted some initial tests. The results revealed that XPlica was easy to set up and required no training.

For ECG’s requirements, XPlica offered a number of important features:

- Ability to migrate a variety of content such as sites, libraries, lists, documents, and document properties, as well as list items and file attachments.
- Enabled ECG to create migration tasks and know when they were completed, helping to speed up the migration.
- Preservation of the original metadata, even with the older version of SharePoint, was a big help to ECG; as was the ability to generate the full inventory of libraries and lists so that clean-up could be done as part of the migration.

- With Vyapin’s low-cost, flat-rate, per-server pricing model, it was an easy and quick decision to move from trial, to purchase, to project complete.

Benefits

In ECG’s case, the major benefit of Vyapin’s XPlica solution was that it addressed the SharePoint 2003 to SharePoint 2010 upgrade when no official migration path existed.

Using XPlica helped ECG realize the following additional benefits:

- **Faster Time to Business Benefit Realization.** With XPlica, it took approximately 2 weeks to move to SharePoint 2010—fast considering the size and complexity of the environment. In the new SharePoint environment, content in department sites can be better maintained, improving the experience for employees.
- **Content Clean Up = Better Performance.** XPlica was used to help with some content cleanup during the migration, reducing the amount of clutter by approximately 50%. As a result, performance has improved and searching is faster and easier.
- **Support Savings.** Turning off the old SharePoint environment allowed ECG to standardize on one SharePoint version making support easier and saving an estimated 10% of time.

Wade summarized the benefits this way, *“XPlica helped us to cost-effectively deliver a better experience for employees while making the environment easier to support.”*

Conclusion

Vyapin’s XPlica tool proved cost-effective and straightforward for ECG to use in its migration to SharePoint 2010. Thanks to the assistance Vyapin’s solution provided, ECG now enjoys the benefits of a fast, easily searchable and easy-to-use collaboration environment.

As for Wade and the rest of the IT team, having a standardized SharePoint environment makes providing support faster and easier. The team can breathe easy knowing that this migration effort contributed to the overall wellbeing of the business.