



## Case Study: — **GSA** Migration from Oracle UCM to Alfresco Saves \$1M

The General Services Administration (GSA) required content management expertise to manage over 1.2 TB from Oracle Universal Content Management (UCM) platform to Alfresco Content Services to reduce their software license footprint, operational costs and increase system reliability.

### Solution

Armedia used their Caliente migration tool and industry expertise in content management services to enable GSA to meet their data migration objectives, resulting in \$1 Million in client savings. Working within GSA's program management framework, Armedia implemented a strategy to collect requirements, analyze the source data and environment, design a migration solution, and perform and validate the data transfer.

The initial assumption was that the target Alfresco instance would follow the existing Oracle UCM data model and that no custom workflows, custom object types, or annotations would be migrated. However, Armedia quickly discovered that the source data was unstructured, had missing data elements, and required additional data transformation.

Using Caliente – a highly flexible and platform agnostic tool – Armedia successfully accommodated the scope change, assisting with data transformations and configuring Caliente to identify and extract unstructured content. This allowed GSA to achieve their project goals and deadlines.

### Scope of Work

Armedia performed a full data migration of Oracle UCM data to Alfresco including full lifecycle support services using the Caliente tool, including but not limited to tool configuration, testing, production implementation, and installation support in compliance with GSA's IT policies and procedures and Enterprise Quality Program (EQP).





## Technologies

Oracle Universal Content Management (UCM) platform was the primary repository of source documents. Alfresco (Community Edition) was the target repository for all migrated

documents. Caliente, leveraging Oracle RIDC services, was used to perform the migration from Oracle UCM to Alfresco. A custom version of Alfresco's Bulk Importer was used to perform data ingestion.

## Work Flow

Armedia's approach to performing the migration is defined in Figure 1:

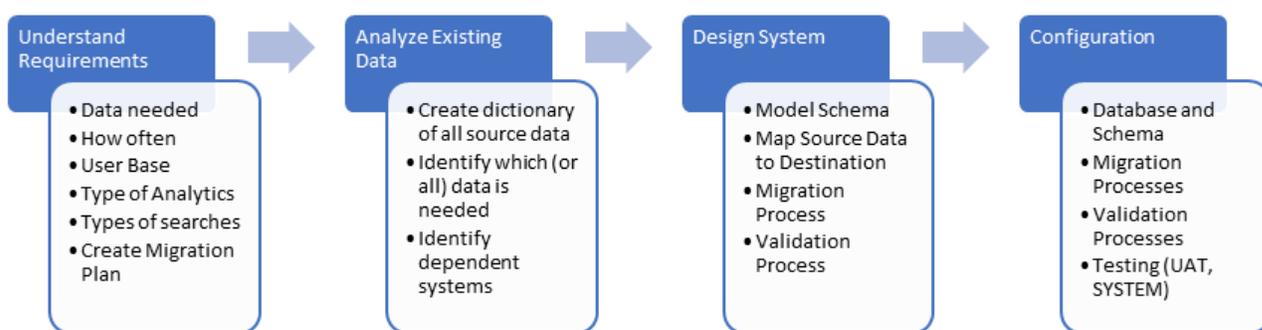


Figure 1 Migration Steps and Milestones

## Challenges

### Technical Resources

Despite a limited knowledge of GSA's systems or environment, Armedia successfully identified the required steps to complete the migration.

These steps included enabling FrameworkFolders and enabling local authentication on UCM.

### System Access

Caliente requires elevated (read) privileges to ensure the completeness of a data extraction. Armedia worked with GSA IT to create service accounts with appropriate access privileges.

### Data Transfer

Data transfer speeds are dependent on network bandwidth, traffic, and physical network architecture. To achieve the fastest transfer speeds,



Oracle UCM, Alfresco, and Caliente were placed in the same subnetwork.

### File Types

Although Caliente supports all file types, systems may be subject to data governance restrictions. GSA was unable to store zip or other compressed file types in Alfresco.

Armedia provided a separate extract of zip files for GSA to review independently.

### Data Integrity

The presence of unstructured and duplicate content presented GSA with a data integrity problem. Drawing from our expertise in content management, Armedia assisted in data mapping between UCM and Alfresco, and in

the architecture of the Alfresco content model, to address the problem.

### **Results**

Despite several challenges and significant delays, Armedia successfully extracted all content (over 2.2 million objects – 1.2 TB) from Oracle UCM and ingested the data to Alfresco by the client deadline, saving GSA \$1 Million.

Armedia's Caliente tool was configured to use Oracle RIDC to extract the source files and metadata, while the Bulk Importer was used to ingest the data to Alfresco. Caliente is a highly configurable migration tool that is compatible with any content management systems, capable of performing large scale data migrations.

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## Technologies: Alfresco Content Services, Oracle UCM, Caliente

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Learn more at <http://www.armedia.com> or mail [sales@armedia.com](mailto:sales@armedia.com)

### **About Armedia**

Armedia, LLC, a CMMI® Level 3 appraised Veteran Owned Small Business, offers Enterprise Content Management (ECM) and Case Management (CM) technical and advisory services as a core competency. Our approach incorporates 16 years of

deep ECM experience and uses highly-skilled personnel with industry certifications (e.g., Alfresco Certified Engineer, IBM Certified Specialist etc.) to deliver a cost-effective solution and minimize the risks involved with ECM deployments and data





migration. **For more information** about Armedia, visit [www.amedia.com](http://www.amedia.com)

## About Alfresco



Alfresco Content Services provides open, flexible, highly scalable Enterprise Content Management (ECM) capabilities. Content is accessible wherever and however you work and easily integrates with your other business applications. When Alfresco Content Services is combined with the platform's extensive process services, your content really works for you—and business really flows. Adding context to your content supports better decision making, improves productivity, enhances information governance and makes collaborating inside and outside your organization easier and more secure than ever. **For more information** about Alfresco, visit [www.alfresco.com](http://www.alfresco.com)



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