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ECMP – Migration Factory

**WHITE
PAPER**

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ECMP – Migration Factory

HCL’s Enterprise Content Management and Portal Practice’s “Migration Factory” creates unique model to capture and deliver best practices, standardization, re-use and productivity, for migration among ECM products. The model creates a centralized service that consolidates migration services in ECM space into one unit, with a focus on standardization to leverage benefits of economies of scale. The factory model introduces new processes/services such as re-usable estimation, centralized architecture and engineering services and infrastructure consolidation that are leveraged across all projects.

Delivery

Quickens Application Rationalization and Consolidation	Certified Professionals minimize risks	Certified Administrators own all production systems
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Consultancy

Provides Roadmap for all major ECMP Products	Best Fit Assessment (Federation or Migration)	Calculates Consolidation ROI (Apps, Processes, Content/ Data)
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Centre of Excellence

Universal Content Migrator cuts 80% time (Supports 16 products)	Capacity Planning & Solution Accelerators	Engages Source & Target Platform Partners
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ECMP Academy

Preserves & Shares Best Practices	Organizes Push based trainings on new products	Enables team for external and internal certifications
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Process Knowledge Base

Methodology: EASE (Explore, Analyze, Strategize, Execute)	Model: ECU (Ease of Implementation, Cost, Utilization)	Solution accelerators: UCM (Universal Content Migrator)
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Migration Factory

Challenge

New technologies help you improve data management and operational efficiencies. But to get the most out of your investment, you need to integrate these technologies quickly and effectively. Moving to new technologies can be complex and often a risk ridden undertaking.

Many organizations have ECM/BPM applications and associated data that needs to be migrated to new ECM platforms (SharePoint, IBM, and EMC etc.). Reasons for migration could be skills shortage for existing platform, end of life of existing platform, mergers and acquisitions, application modernization, service-oriented architecture (SOA), server consolidation or simply the implementation of faster services to overcome system performance or capacity issues.

Organizations need to migrate to current technologies but they lack the skills, resources or time to migrate. HCL Migration Model ensures that data migrations follow best practices, protects your data during movement, and validate the data accuracy after migration.

What does the Migration Factory Offer?

We've been doing one thing for 18+ years — migration. The Migration Factory uses proven methodologies that are designed to be cost-effective and help mitigate risk. HCL Migration Factory uses common, integrated framework which increases migration flexibility and reduces migration time while reducing risk and cost.

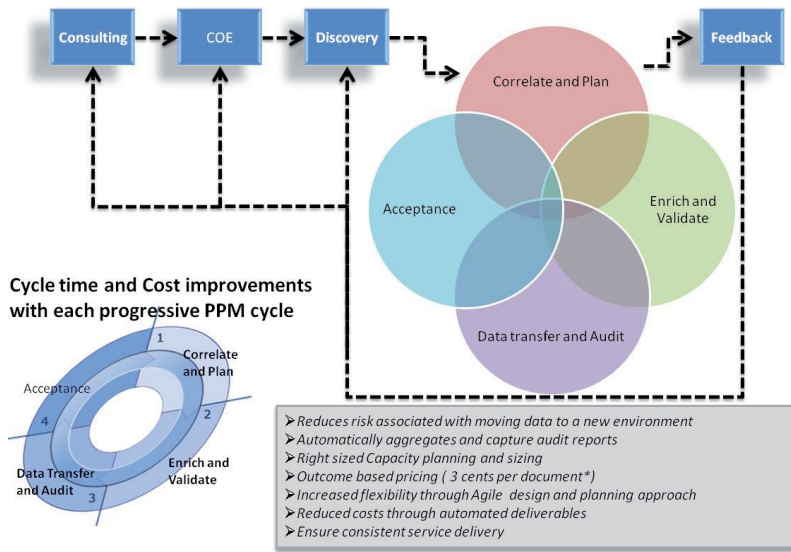
Capabilities include

- Achieve high predictability and low effort to migrate
- Accurate sizing and costing of migration exercise
- Expertise to control risks associated with content, BPM, and application migration
- Migrations for custom-coded applications as well as select packaged applications and databases
- System and application upgrades to newer platforms
- Significant knowledge, expertise and experience in moving applications and associated databases
- Content management centric server consolidation

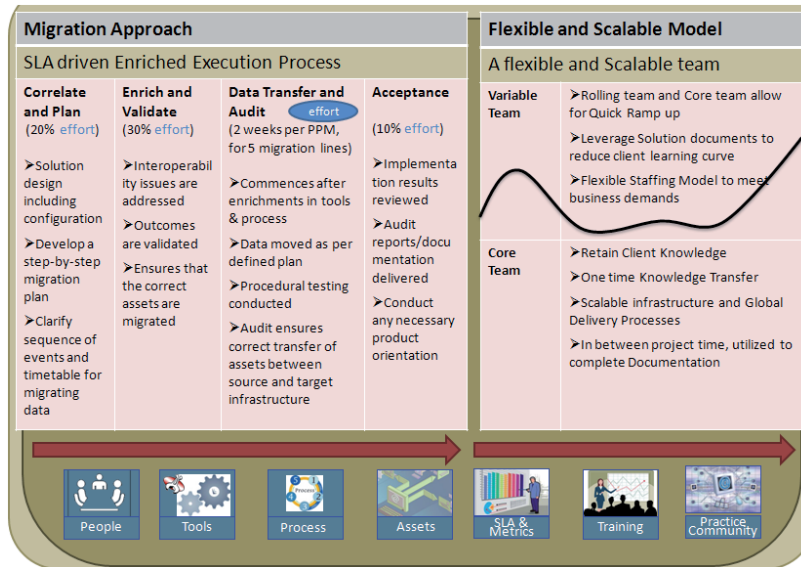
How ECMP “Migration Factory” Expedites Delivery Time and Lowers Risks & Costs with Better Quality?

- SLA defined for each step based on PPM (parts per million)
- Standardization and Reusability of Best Practices through “continuously improved” standard templates and methodologies
- Increase/decrease number of lines(e.g. run more instances of UCM): easy scaling (both up or down) like in an assembly line
- Derive more benefits from migration initiative by prioritizing data to-be-migrated as per business urgency
- Change time of factory hours based on demand (routine 40 hrs per week to peak of 24x7 hours)
- “Just-in-time” inventory model through no use of staging environment. Real time resource optimization.
- Pre-fabricated own and Partner components(solutions), brings down assembly times

ECMP “Migration Factory” Process Model



“Migration Factory” Execution Model



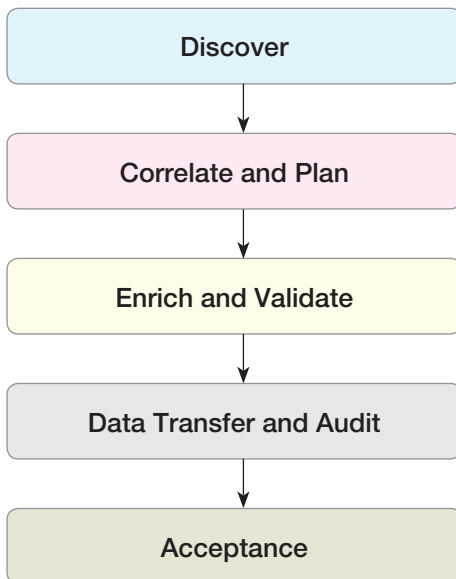
HCL offers its differentiated “outcome based” migration services through “migration factory” embedded with-in its existing services, to provide high value and low cost model to its customers.

“Migration Factory” Service Value

As new technologies are integrated into your production environment, HCL ECMP – Migration factory Services safeguard your information while accelerating time to value and reducing risk. Non disruptive options eliminate outag and maintain business continuity during the migration process. Our specialized expertise across a range of platforms provides the highest level of interoperability.

Business Drivers

- Product Vendor Consolidation
- Business Mergers & Acquisitions
- Growth & Shrinks within same business
- Productivity losses, Employee & Customer dissatisfaction
- Reduced agility to manage business changes



Discover

Using automated tools/reports to gather information about the CM servers and storage repositories, HCL technical architects build a model of the information infrastructure to expedite thorough data migration planning. We identify all the assets and define an actionable outcome for each, consistent with your business, operational, and technical requirements. This critical step ensures the implementation plan meet your specific needs.

Correlate and Plan

After thorough analysis of your environment, HCL designs a solution, including configuration of ECM subsystems, and develop a step-by-step migration plan. This step clarifies the sequence of events and timetable for migration of specific data. The automated discovery association tools provide increased flexibility to

accommodate last-minute environment changes throughout the migration process.

Enrich and Validate

During the enrich and validate phase, interoperability issues are addressed. The outcomes are validated to ensure that the correct assets are migrated and that interoperability and performance are assured.

Data Transfer and Audit

Data transfer commences only after comprehensive planning and enrichments in tools, process and people are completed. HCL specialists move the data as defined in the project plan. HCL specialists conduct procedural testing and audit/validate the correct transfer of all assets, between source and target infrastructure.

Acceptance

Confirming that your expectations are met is an important step. HCL reviews the implementation results, delivers audit reports/documentation, and completes any necessary product orientation before considering the project complete.

Recommendations for Migration

- For each data migration initiative, assess the complexity or magnitude of impact of each of the critical risk factors – complexity and number of sources, data volumes, timing considerations, availability and proper use of tools, and user involvement
- Set the appropriate scope to minimize the number of data sources and data volumes
- Focus early and heavily on identifying and determining approaches for resolving data quality issues
- Leverage existing investments in data integration and data quality tools to improve quality and productivity, while minimizing costs and avoiding duplication and silos. This may require looking outside the immediate project to consider tools deployed in other parts of the organization
- Ensure the continual involvement of business subject matter experts throughout the course of the effort to specify mapping and transformation rules, resolve data quality issues, and verify migration results

Migration Best Practices

1. HCL migration model ensures the scope is limited to data sources that will be required or those that add value to business
2. Minimum of 20% of the project timeline is allocated towards upfront analysis of the data sources to gain a clear understanding of all nuances of structures and complexities. 20% to 30% of the timeline is allocated for the design of mapping and transformation rules. In total, minimum of 50% of the effort is planned for analysis and design activities, before any data migration process development occurs
3. Often, not all historical data needs to be migrated to the target. In high-volume data scenarios, migration is so scoped that a subset of large data sources is addressed in each cycle
4. Legal and regulatory imperatives are considered and incorporated— data outside the required retention timeframes can become a risk to the organization
5. If possible, migrations are executed in a point-in-time approach to avoid having to maintain old and new structures and systems in parallel and support the migration architecture on an ongoing basis
6. For long-term phased migrations, data sources are “frozen” from design and structural changes. This requires buy-in and commitment from application owners, process owners, and sponsors, as well as the setting of clear expectations with all key stakeholders. Periodic audit and reconciliation techniques are applied to minimize the risk of inconsistencies
7. Establish service-level agreement (SLA) for data quality levels post migration
8. In cases of extreme data volumes, sampling approaches can be used to infer quality levels. Sampling approaches typically create the opportunity for certain data quality issues to be missed in the initial analysis. Setting expectations and establishing procedures for post migration quality assessment and resolution is a critical factor for ongoing success

“Migration Factory” Key Benefits

Automated Discovery

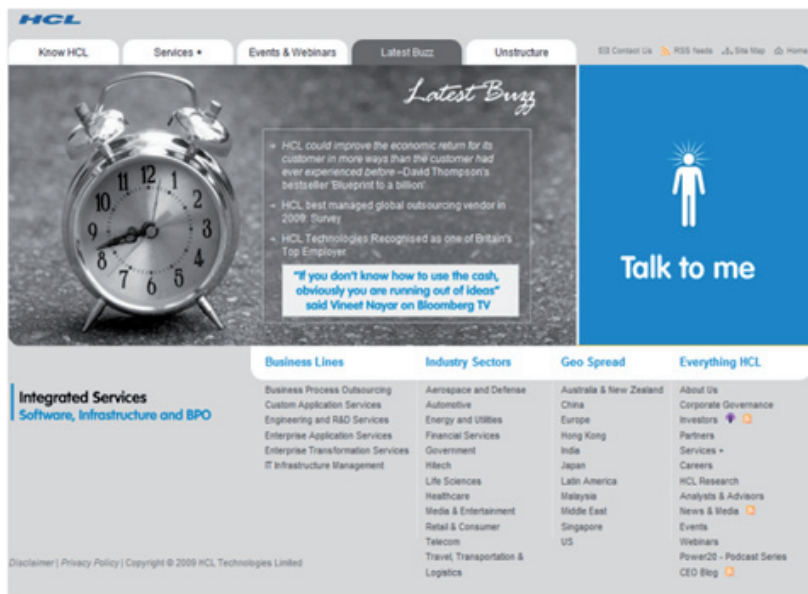
- Automated Discovery
- Minimizes impact to your operations
- Shortens discovery time
- Expedites thorough planning

Enriched Experience

- Leverages HCL CoE comprehensive Solutions (Universal Content Migrator, supports 18+ ECM products) and Testing Lab
- Reduces risk associated with moving data to a new environment
- Automatically aggregates and capture audit reports
- Certified teams ensure enhanced production support
- HCL 16+ Global partnerships in ECM space help us get the required support, and attention on right time
- Roadmaps and best practices available on 21+ ECM products
- Right sized Capacity planning and sizing

Innovative Models

- Outcome based pricing (3 cents per document*)
- Increased flexibility through streamlined design and planning using Agile approach
- Reduced costs through automated deliverables
- Ensure consistent service delivery



Write to us or Speak to us - we will be glad to send you detailed case studies or facilitate a reference visit.

For details contact: ECMP@hcl.in

HCL USA Offices: <http://www.hcltech.com/geo-spread/us/>

HCL India Offices: <http://www.hcltech.com/geo-spread/india/>

Please also visit our website: <http://www.hcltech.com/ECM/>

ABOUT HCL

HCL Technologies

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses. Since its inception into the global landscape after its IPO in 1999, HCL focuses on ‘transformational outsourcing’, underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and BPO. HCL leverages its extensive global offshore infrastructure and network of offices in 26 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare. HCL takes pride in its philosophy of ‘Employee First’ which empowers our 55,688 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 2.5 billion (Rs. 11,833 crores), as on 31st December 2009 (on LTM basis). For more information, please visit www.hcltech.com

About HCL Enterprise

HCL is a \$5 billion leading global Technology and IT Enterprise that comprises two companies listed in India - HCL Technologies & HCL Infosystems. Founded in 1976, HCL is one of India’s original IT garage start-ups, a pioneer of modern computing, and a global transformational enterprise today. Its range of offerings spans Product Engineering, Custom & Package Applications, BPO, IT Infrastructure Services, IT Hardware, Systems Integration, and distribution of ICT products across a wide range of focused industry verticals. The HCL team comprises over 62,000 professionals of diverse nationalities, who operate from 26 countries including over 500 points of presence in India. HCL has global partnerships with several leading Fortune 1000 firms, including leading IT and Technology firms. For more information, please visit www.hcl.in

