Success Story: Integrating Cloud Content Services for a Modern AI-ready Experience

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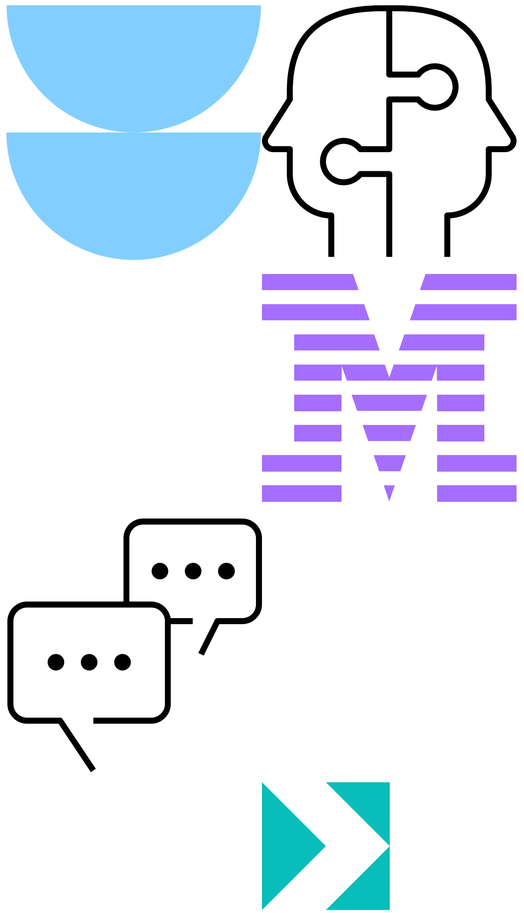
AI+IM GLOBAL SUMMIT

Agenda



01 Cloud Migration Story

02 Lessons Learned

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04 Now What?

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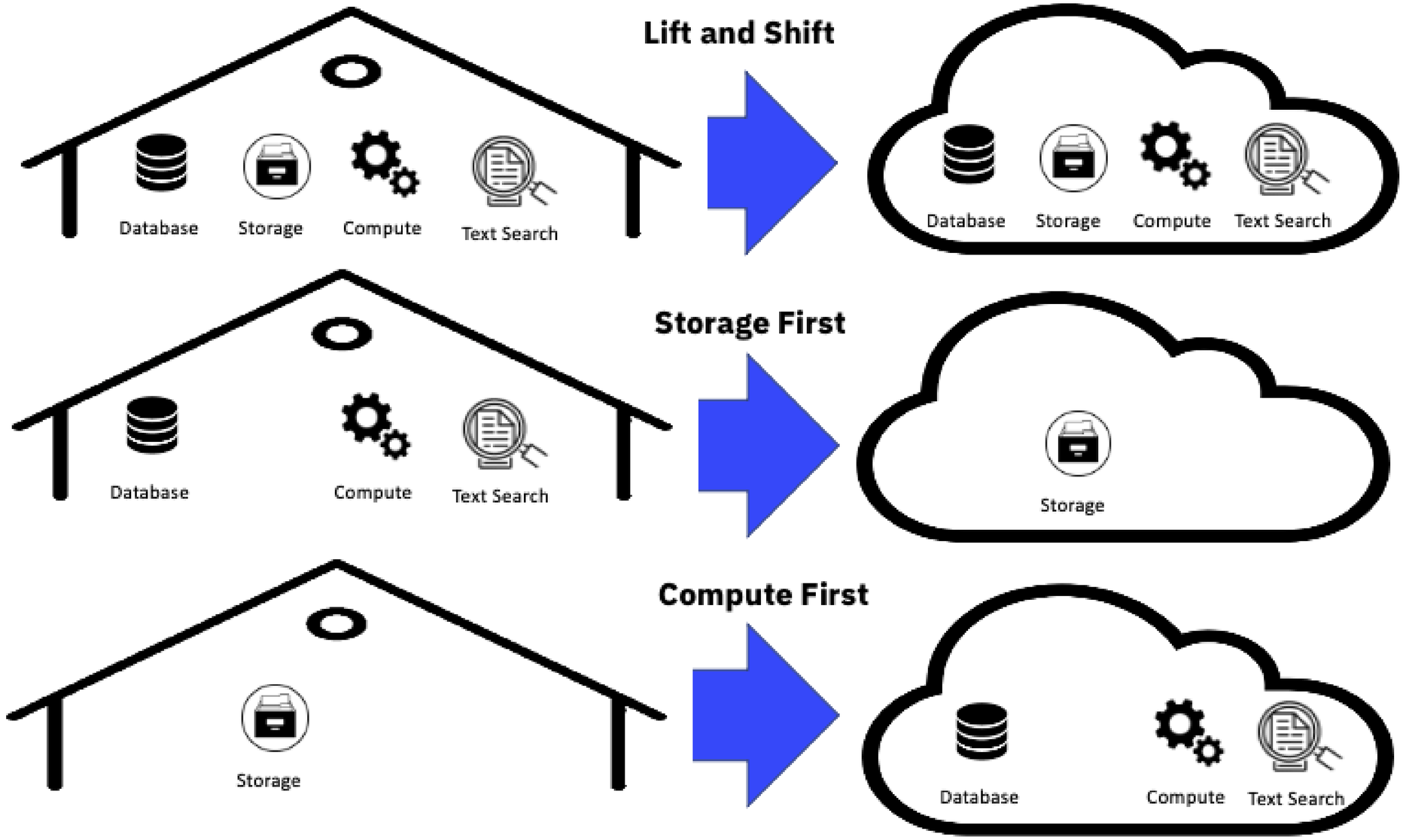
Cloud Migration Story

Common Migration Scenarios:

- Lift and Shift
- Storage First
- Compute First



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Cloud Migration Story:
Scope of Effort

161M

Documents & ~60TB to migrate from CM8 environment.

- Multiple weekend rollouts by LOB
- EDM Service Layer updated to use GraphQL
- 2,000+ Navigator Users
- Multiple Navigator plug-ins deployed to cloud

1.2B

Documents & ~170TB to migrate from multiple Documentum Docbases

- 45+ business applications
- 9 docbases
- Multiple weekend rollouts by LOB
- SharePoint Integration
- Custom Reports
- Loose integration controls

700M

Documents & ~65TB to migrate from legacy Unisys environment.

- Legacy repository with source code
- Closed API
- Unique document data model and structure
- Unique security model

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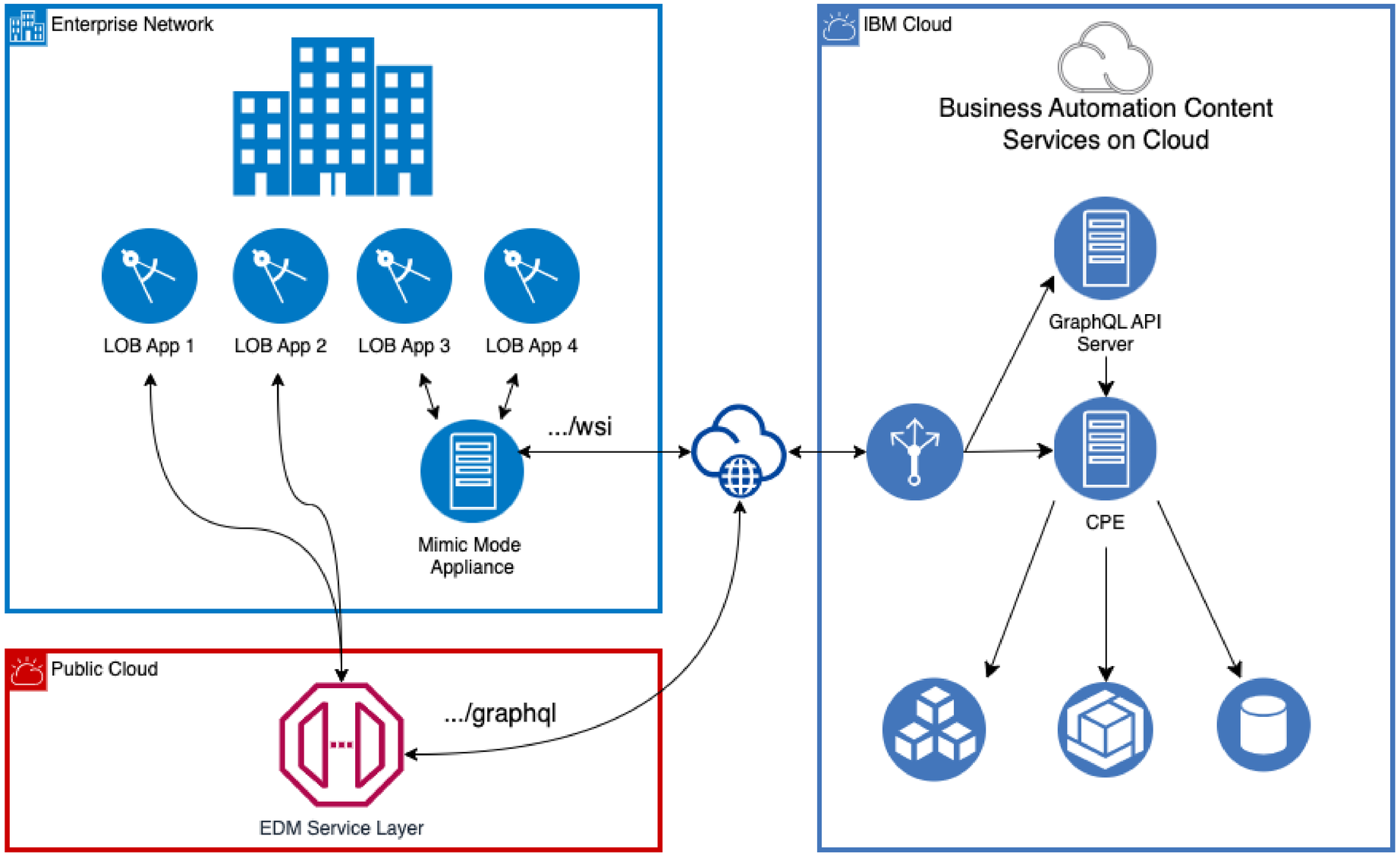
High Level Architecture

EDM Service Layer:
LOB apps utilize the EDM Service Layer that routes calls via the FileNet GraphQL API



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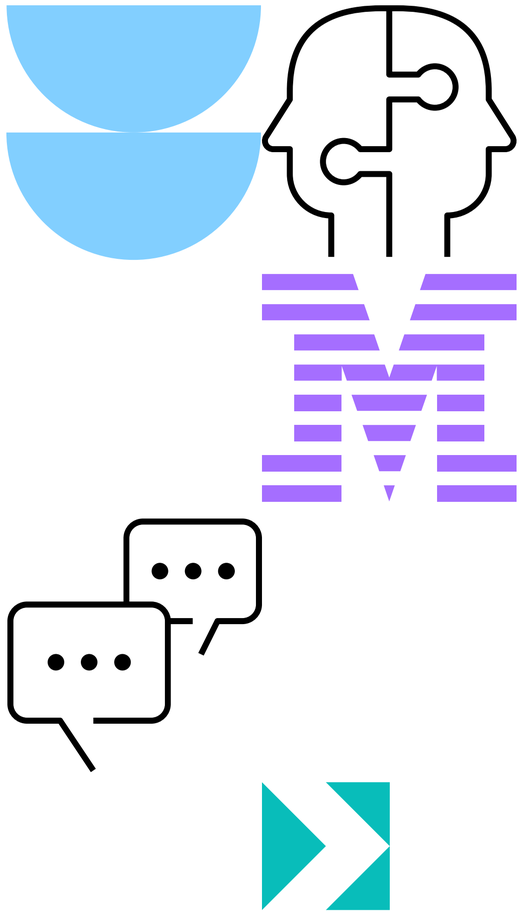

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Lessons Learned… To Date

Review current state in totality and design a roll-out plan.

Select a migration partner. Experience matters.

Prepare for migration. Refine roll-out plan and be ready for the unexpected.

Begin migration. Remember no two migrations are alike.

Testing, Testing, **TESTING!!!**

Monitor everything. No one ever complains that they have too much visibility.

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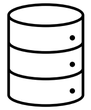
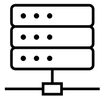
Lessons Learned...
To Date



Separate object stores to achieve best throughput

Refine the content validation strategy

Ensure retry logic is implemented at appropriate layers



Consider a temporary bare metal DB server configuration

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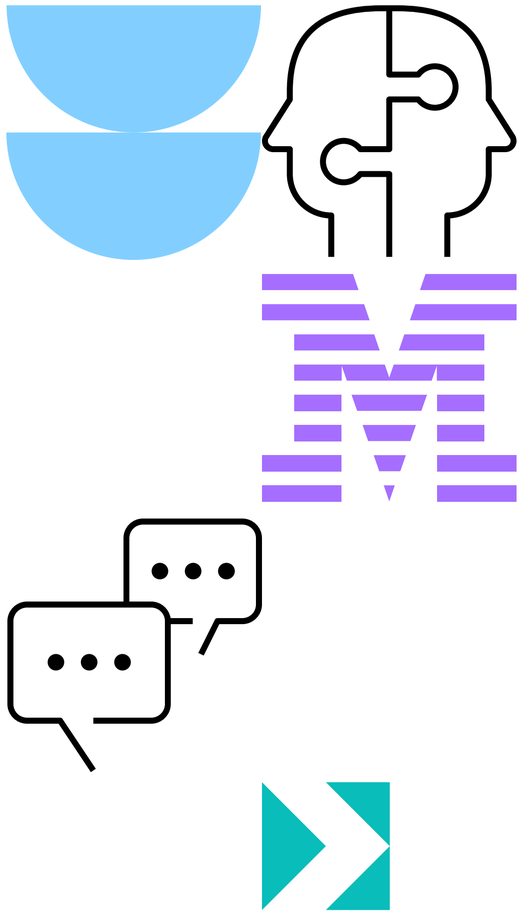

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Expanding Utilization: Standardization

Do not embedded business logic to allow for a thin and product agnostic service layer

Insulate business applications from direct FileNet API access

Consistent architecture and framework at the enterprise level for connectivity to Document Services using the IBM FileNet GraphQL API

Provide a common interface using event driven and RESTful APIs for applications to connect with Document Services for all operations

Remove the need to distribute and install FileNet API binaries by all business applications to access FileNet

Services deployed in AWS cloud providing scalability and high availability

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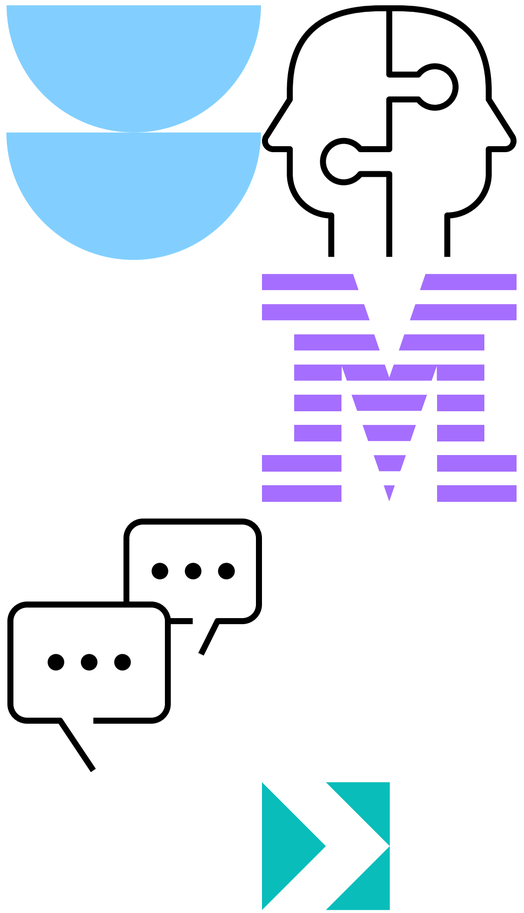

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Now What?

Intelligent Content

Bring content, people, and processes together to drive automation and personalization of content at scale
.

Content Assistant

Get the right answer in seconds, tailored to your documents

Records Management

Maintain auditability of content in accordance with corporate governance and regulatory obligations

Data Science

Expose enterprise content to data science experts to drive product decisions and better support customers.

Enhanced Classification

Utilize AI techniques to enhance existing classification and reduce manual effort required to maintain the taxonomy.

Text to Action

Use conversational techniques to act on content, invoke workflows, etc...

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Q&A and Thank You!

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