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White Paper

# Systemware Migration Services

Accelerate Results with Our  
Proven Approach

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Systemware provides enterprise content management (ECM) solutions to some of the world's largest companies – across multiple platforms – in deployments managing petabytes of data and billions of documents. Designed for high performance, Systemware securely captures, indexes, stores, and distributes information, regardless of native application. Founded in 1981, Systemware is a privately-held corporation headquartered in Dallas, Texas.

The amount of content that enterprises collect and must manage in the natural course of doing business proliferates at a tremendous rate. It's not unusual for a company to have petabytes of content contained in billions of documents spread across the enterprise. As companies develop strategies to stay competitive in a rapidly changing, increasingly complex business environment, they need effective solutions that will help them store, manage, access and migrate their large stores of information.

## Challenges

In many enterprises, content management is complicated by a variety of factors in addition to volume. Different departments often use different repositories, resulting in silos that may contain duplicated content and that inhibit the sharing of information across organizational or regional lines. In an age of frequent mergers and acquisitions, enterprises may find themselves with different storage systems that are incompatible and may also be difficult, time consuming and costly to integrate. In addition, many companies encounter difficulties as they move their business processes and content repositories from mainframes to a distributed operating system.

These challenges hold businesses back and keep them from having access to information that can help them make informed business decisions, improve information sharing and collaboration across organizational lines, and provide exemplary customer service.

## Business Needs

Information is among the most valuable assets of a competitive enterprise in today's challenging business environment. Now, more than ever, enterprises are looking to reduce costs and increase productivity while enhancing business agility.

Many struggle with costly administration tasks: organizing multiple redundant systems, handling difficult support structures, and the onerous task of managing multiple vendors. With these difficult responsibilities at hand, businesses require a solution that provides a single, scalable content management platform with an open architecture for integration and a proven methodology to ensure quick migration and implementation.

An effective content management solution needs to include a migration strategy that identifies the most efficient ways to: migrate documents to formats such as PDF or XML; and, in some instances, convert to a new platform quickly and seamlessly without down time or business disruption.

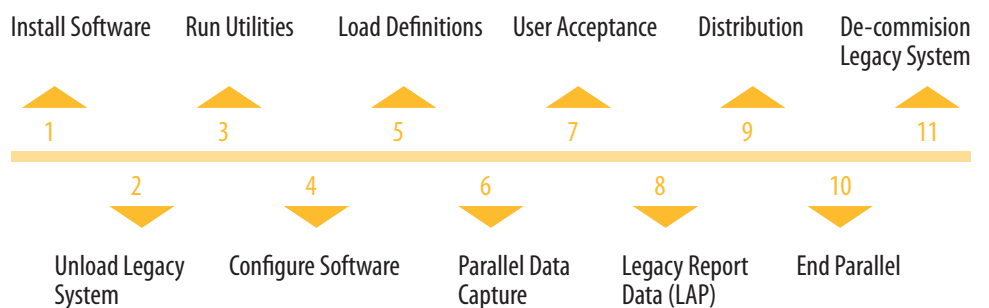
Businesses seeking to streamline their operations demand a solution like Systemware. In fact, more and more enterprises are turning to Systemware for their content management needs. Our feature-rich, fully integrated content management solution along with our outstanding migration services makes Systemware an attractive alternative to other providers.

### Systemware Migration Services

Whether consolidating repositories or changing providers, Systemware Migration Services makes certain that the transition is quick, easy and sensible. Our transparent approach dramatically reduces the amount of time, effort and cost of a change, helping enterprises to harness the full value of their information, with a common dashboard for both new and legacy data. Companies are free to migrate legacy data on their own timetables while providing necessary access to meet business and regulatory needs immediately.

With our revolutionary product: Legacy Archive Processor (LAP), Systemware is able to provide a systematic, reliable and repeatable process to consolidate and reuse the contents of legacy systems. Systemware has an extensive library of utilities that greatly reduce the effort associated with implementing a single repository solution. Instead of forcing a total archive conversion, LAP provides access to the archived content and real-time migration of data on an as-needed basis.

### LAP Process



Over the years, Systemware has converted hundreds of millions of documents and petabytes of data from legacy document management systems such as Mobius View Direct, IBM RMDS, IBM OnDemand, CA-Bundl, CA-SAR, CA-View, CA-Deliver, CA-Dispatch, Metavante TREEV, FileTek AMMO, INSCI WinCOINS, and numerous homegrown and one-off solutions.

### Lower Total Cost of Ownership (TCO)

Enterprises always watch the bottom line and look for solutions that will help them reduce costs. An enterprise content management system must be cost effective to implement, manage and maintain.

#### Real-world solution: American Express

American Express processes more than one million statements per night, or about 550 gigabytes (GB) of information per month. With a business need to cut costs, American Express decided to consolidate several disparate content management systems into one system. After a competitive bidding process, they selected Systemware to be the enterprise platform and were able to phase out all their other systems including RMDS, CA Dispatch, RSD's WSF2, Treev, and CAView/Deliver (SAR/Express).

Instead of converting actual data, Systemware's Legacy Archive Processor (LAP) builds references to the documents previously archived by the replaced systems. To the end user, these report versions appear along with the current reports captured and archived in the Systemware Content Server. When a user requests a restore of a legacy archived report, the LAP automatically retrieves the report data from the legacy archive tape and presents it to the end user, while seamlessly converting it to the Systemware Content Server. All legacy data has the same look and readability of new data.

Systemware's transparent approach dramatically reduced the time, effort, and cost of migrating all of American Express' third-party archives. In addition, with Systemware as their single global standard, American Express has reduced its ongoing costs for software maintenance, increased efficiencies and enhanced the scalability of their systems.



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“We selected the Systemware solution due to its ease of migration from our current mainframe content storage to our open systems architecture strategy.”

Brad Kowal  
Assistant Director, Data Center  
Shands HealthCare

## Seamless Migration

When enterprises decide to upgrade, change, or migrate their content management systems, they need to make the changes without disrupting business. It's necessary to keep total system availability and avoid any degradation of response time throughout the process.

### Real-world solution: Shands HealthCare

Shands HealthCare, a private, not-for-profit healthcare system affiliated with the University of Florida, selected the Systemware Content Server to improve the content delivery of critical healthcare and financial information to doctors, nurses, hospital administrators, and other key users within their organization.

Formerly relying on a mainframe system, Shands was beginning to deal with inherent limitations, maintenance concerns and rising hardware and software costs. They wanted a partner with a content repository that would address these issues and could effectively deal with the complex document and record management needs of healthcare providers. Shands decided to move their content management system from their mainframe environment to an open systems architecture that would support their Oracle and Web Services strategy. They needed to archive, retrieve, integrate, and view any type of content from any platform. Systemware provided Shands with a single content and document repository from which all varieties of content across the healthcare system can be captured, managed, and viewed. With critical health records and information at stake, seamless migration from a mainframe environment to a distributed environment was a key factor in Shands choosing Systemware over the incumbent vendor's open systems solution.



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“Systemware solutions are well-suited to the needs of large organizations like US Airways that need to manage significant amounts of information and make it rapidly available across the enterprise.”

Todd Christy  
Managing Director of  
Technology Operations  
US Airways

### Quick Migration

When an enterprise is ready to change or upgrade its content platform, it's important that migrations be done quickly for cost savings and optimal benefit.

#### Real-world solution: US Airways

As a result of the 2005 merger between US Airways and America West Airlines, the newly combined company had several content repositories by multiple vendors, with some repositories managed by an outsourcer. US Airways identified the benefits of consolidating all of its repositories. Based on America West's experience with Systemware, they selected Systemware Content Server along with our migration services to address the combined company's enterprise content needs.

Systemware quickly and easily migrated and consolidated legacy data stored in the various content repositories into the Content Server. Systemware's powerful migration tools and proven project management methodology ensured that the project ran quickly and smoothly, resulting in cost savings to US Airways, improved functionality and an enhanced user experience.

### Scalability

To be truly valuable in supporting business goals, a solution must address the specific needs of the enterprise and be scalable so that it can effectively manage large amounts of content and grow effectively as the business grows.

#### Real-world solution: Bank of America

With rapid growth and increasing business activity, Bank of America had added layers of content management and eventually found that they were using content management systems from a variety of vendors including Mobius, FileNet, IBM Content Manager, On Demand, RSD's EOS and IBM's legacy RDRS. This approach fragmented their information and made response time to customer queries unwieldy. They realized that they needed a single, scalable statement archive solution to address the acquisitions of Fleet Boston and MBNA. After running numerous benchmark tests, they chose Systemware as their solution.



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“Systemware helps us deliver better customer service by managing critical customer documents across our growing number of subsidiaries and affiliates.”

Joe Reilly  
Executive Vice President  
Zions Bancorporation

During the Fleet migration, the Systemware Migration services team simultaneously captured approximately 100 million pages per hour of fully composed Advanced Function Print (AFP) statement data even as customers and associates continued to access existing statements through the Intranet and Internet portals.

With the MBNA migration, Systemware handled an unprecedented volume of statement data—a combined 60 million card accounts—and completed the migration in only five months. The Systemware solution gives Bank of America the ability to scale to 300 million card accounts (five times the current volume) before any performance concerns need to be addressed. With this solution, they are successfully managing 80 million images, 210 billion initial pages with 17 billion pages to be added later, and 2.34 billion pages printed per year.

### Improved Customer Service

When customer service is an essential function of an enterprise, it's important to provide a customer-centric view of content to ensure strong customer relationships, proactive process management and oversight for compliance requirements.

#### Real-world solution: Zions Bancorp

Zions Bancorp was looking for a customer-centric solution to provide a more efficient and secure delivery of critical banking documents to more than 2 million customers. With Systemware's specialized financial solution, Zions consolidated electronic customer documents onto a single platform to drive efficiencies throughout their operation. The Systemware solution also improved Zions' customer service by providing immediate access to customer documents by tellers, customer service representatives, and bank officers in easy-to-view formats.

The solution works across their growing number of subsidiaries and affiliates and results in consistent and high quality customer service throughout Zions' family of banks.

Zions continues to turn to Systemware as their business partner, bringing Systemware in to help with every new bank acquisition. With our services, Zions continues to expand with confidence knowing that they will be able to provide quality customer service to each new bank.



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- ECM software is our core competency and only business
- We are dedicated to the highest quality customer support and develop successful working relationships with our customers
- All of our products are designed and developed by us; we don't use contractors or off-shore development
- Since all products are developed by us, they work together seamlessly and are easier to support

## Why Systemware

Systemware's enterprise content management (ECM) solutions enable customers across a variety of vertical industries to make better decisions, capitalize on information assets, improve customer service, reduce operating costs, and ensure compliance. Systemware's solutions address the needs of enterprises, particularly where volume and performance are critical.

Several key distinctions set Systemware apart from the competition: our technology, our people, and our experience.

### Technology

Our unique migration utilities differentiate us from our competitors by allowing customers to decommission their legacy archive without converting and/or migrating legacy data. Our technology makes what used to be a slow, cumbersome job much faster and more efficient. Our approach has typically been 100 percent or more faster than competitors' solutions and correspondingly less expensive. Also, because our products are developed exclusively by us, we can ensure that all our solutions work seamlessly together and are easier to support. Our solution enables our customers to successfully manage hundreds of petabytes of data with confidence.

### People

Systemware's team of migration and implementation specialists has extensive experience converting a variety of legacy systems to Systemware platforms. Our team has in-depth knowledge of the migration process and knows how to make it quick and easy. With Systemware, there is never a question of ownership since we never use third-party consultants, contract workers or off-shore development.

Our people are also known for their dedication to customer service. As a privately-held company, we don't have to worry about satisfying shareholders or investors, and we can focus entirely on our customers and their needs. Members of our support staff average eight years of experience with Systemware, which allows them to develop successful working relationships with our customers.

## Experience

ECM software is our core competency and our sole focus. Our proven track record is based on our ability to implement effective enterprise solutions. We have participated at all levels of consolidation and implementation services and are the repository standard for many of the largest companies in the United States today. Our repeatable methodology ensures that each migration is faultless, on time, and within budget.

In addition, Systemware takes pride in getting to know the unique needs of each customer and helping develop a migration strategy that fits those needs. Our stable product set and proven methodology, our people and our experience combine to provide enterprises with the ability to use content management for competitive advantage.

## About Systemware

Systemware, Inc. is a leading enterprise content management (ECM) company. Systemware is able to effectively and efficiently capture, index, store and manage the billions of documents generated by some of the largest organizations in the country. Systemware enables customers across vertical industries—including financial institutions, insurance, healthcare and retail—to make better business decisions, capitalize on information assets, improve customer service, reduce operating costs and ensure compliance. Founded in 1981, Systemware is a privately-held corporation headquartered in Addison, Texas, with branch offices throughout the United States.



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