

Systemware partners with a global Fleet Management provider to deliver a seamless content migration in less than 2 days – Without disruption

EXECUTIVE SUMMARY

Annual global trade is measured in the trillions of dollars. In the U.S. alone, trucking of goods is estimated at over 10 trillion dollars annually, requiring massive amounts of vehicles and people. To service, maintain, and track all these moving parts, global trade relies heavily on fleet management companies. It's not hard to imagine the massive volume of content that North America's largest fleet management company generates, and this case study highlights how Systemware partnered with the company to not only better service their customers and futureproof their content management technology, but also complete the migration in days.

REQUIREMENTS

Faced with a contract renewal that included a price increase and required a long-term commitment, North America's largest fleet management provider made the decision to evaluate alternative content management solutions. Unfortunately, the change was needed during the holiday season and the quickly approaching year-end processing was at risk. The key requirements for the new system were a mature and stable platform that allowed for future technology advancement, flexible and easy to support, and provide record-level security for their critical billing assets. Above all, the new vendor had to be established, experienced, and well-respected as a records management solution provider.



“Congratulations on an unbelievable accomplishment! The previous vendor’s products are all no longer being used by IT and the business lines. With the replacement systems and processes in place, we saw zero impact on clients and a small impact on internal users as they learned the new tool to access their reports. All of this in the span of one week. We did it!”

GLOBAL FLEET MANAGEMENT
VICE PRESIDENT, BUSINESS APPLICATIONS





DECISION

The fleet management team chose Systemware to replace their aging content management product. Systemware met all of their requirements and most importantly, had an established track record of successfully migrating clients to the Systemware Content Cloud platform. In this case, time was of the essence and the entire migration needed to take place in under a week.

SOLUTION

The Systemware team worked closely with the fleet provider and their technology partners throughout the process to ensure a smooth migration without disrupting their business. Systemware, as an IBM Z development partner, was able to leverage their close IBM relationship and partnership to expedite changes to the client's hosting contract and assist in the prioritization of resources for the migration and implementation. The Systemware implementation team was fully equipped to handle all challenges in a secure and reliable manner to meet the client's timeframe and unique business requirements. Like all of Systemware's migrations, and to meet the approaching deadline, Systemware utilized their Legacy Archive Processor (LAP). The LAP is a proprietary conversion process that efficiently migrates content and the associated context from older content management platforms quickly and efficiently without the wasted time of a complete unload and reload of data from the older system and without the risk of converting the content to other formats.

"The team at Systemware saved people's jobs this week.
Incredible work!"

INFORMATION TECHNOLOGY DIRECTOR
FLEET MANAGEMENT

RESULTS

Within one week of the first phone call and 36 hours from beginning the implementation, Systemware Content Cloud was operational, acceptance testing was completed, and users were easily accessing all their new and historical information on the Content Cloud platform. The fleet team was able to run their year-end processing ahead of schedule and without any interruption of services. End-users reported that the new Systemware user interface provided impressive ease of use and access to their reports without extensive training. The company successfully met their intended goal of a fast and secure implementation. They now have improved functionality, and a modernized content management system which provides a path for newer technologies as they become available.

CASE STUDY

FLEET MANAGEMENT

SYSTEMWARE



Benefits

As a key benefit, the fleet management company is now fully positioned to re-platform and prepare for newer technologies with Systemware Content Cloud. Benefits that were immediately seen are:

- Fast, seamless content migration while maintaining their IBM Z platform
- Ease of use for a more productive user experience
- Access to mainframe and cloud experts with real-world experience
- Dedicated partnership with Systemware
- Exceptional service and support, above and beyond

Systemware offers several options for content conversion and migration allowing companies the flexibility to choose which method is the best fit for their situation. Conversion experts guide the customer through every step of the process to ensure that nothing gets missed. With a clearly defined strategy and an experienced business partner, content migration and conversion projects are performed smoothly and with transparency as demonstrated in this case study with our global fleet management customer.

About Systemware

Systemware helps the world's largest and most highly regulated organizations simplify infrastructure, optimize cost, create workflow efficiencies, and meet information governance requirements. Our intelligent content services platform, Content Cloud, enables users to find and extract information wherever it is stored and transform and deliver it in the exact context needed for each business line. Content Cloud delivers optimized performance in public, private, hybrid, and IBM Z environments, as well as a fully hosted SaaS offering.

www.systemware.com