



Prosperoware Cloud Migrator Elevates Client Experience for Micro Strategies Inc.



Location:
New Jersey, USA

Industry:
Commercial Technology

Collaboration System:
iManage

Prosperoware Solution:
Cloud Migrator

Pain points:

- Migration from DMS to cloud- iManage Work 10
- Data clean up issues
- User adoption challenges
- Disruption of end-user workflow during migration



SOLUTION HIGHLIGHTS

- ✓ Migration from DMS, iManage Work 9.0, to the cloud, iManage Work 10
- ✓ Automatic error handling of client's data
- ✓ SQL solutions for missing users & unused groups
- ✓ Uninterrupted workflow for end-users during the migration process

CLIENT PROFILE

Micro Strategies Inc. is a technology solutions company, headquartered in New Jersey, USA. The company provides commercial technology solutions for diverse business of all sizes. With organizations struggling on their digital transformation journey, Micro Strategies Inc. has been at the forefront of this process. For over 3 decades, the company has provided guidance to organizations looking to improve their business processes, content services, analytics, security, and IT.

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Cloud Migrator is an intuitive tool, making even the largest and most complex migrations simpler and easier to carry out.

Adam Zajicek
System Engineer, Micro Strategies Inc.

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CUSTOMER PAIN POINTS

Micro Strategies, a Prosperoware partner, offers a variety of solutions and services to their clients, including cloud migration. Migrating to the cloud has its challenges, and these challenges were quite apparent for Winnie Banta Basralian & Khan, P.C., the oldest and largest law firm in Northern New Jersey, USA. The firm needed to migrate their data from their on-site DMS, iManage Work 9.0, to the cloud platform, iManage Work 10.0. They had approximately 800,00 individual files, totaling 400 gigabytes of data.

Before using Prosperoware solution for this migration, amongst the many challenges, Micro Strategies faced data-clean up challenges. Due to the systems age and common human error, a significant portion of the data to be migrated, was problematic in one way or the other. The database contained many instances of null values, orphan records, zero-byte files, missing metadata and flat space, or text-only files. So, there was a whole clean-up process to be performed beforehand.

Micro Strategies was also struggling with retaining user preferences. The company needed to retain established user preferences and settings during migration. In this instance, disabled users needed to remain disabled, while shortcuts and favorites also needed to be copied to the cloud.

The client also needed to avoid disrupting end-user workflow during migration. To achieve this, the migration had to be performed from a staging database instead of from the production environment.

All of these challenges and their effect on their client's business processes led Micro Strategies to search for an outside solution, like Prosperoware Cloud Migrator, for flexible, resilient, efficient, and scalable migration.



SOLUTION

Prosperoware Cloud Migrator was able to provide actionable solutions to all challenges faced by Micro Strategies and their client.

Prosperoware Cloud Migrator is a migration tool designed to move on-premises DMS to the cloud, for iManage and NetDocuments. It is a fast, resilient, and scalable tool, used to migrate millions of documents.

Through Cloud Migrator, Micro Strategies was able to automatically handle all errors and fix common issues identified in the client's data. Issues such as null values, orphan records, and much more, were all cleaned up using the resilient solution.

Using the pre-migration check feature, Cloud Migrator was able to detect more complex data clean-up issues, like handling documents in flat-space, legacy folders, missing document classes on folders, and more. After such issues were identified, Micro Strategies worked with the client to resolve them prior to beginning the migration process.

Once data was cleaned up, Micro Strategies used Cloud Migrator's out-of-the-box and customizable SQL scripts to create missing users and remove unused groups. This feature saved them time, since they didn't have to browse across thousands of files, manually adding users and removing unnecessary ones.

The last step was the migration itself. Cloud Migrator's built-in staging database enabled Micro Strategies to migrate files without disrupting the production environment. This ultimately avoided any interruption of the workflow throughout the entire project.

At the end of the migration, Cloud Migrator provided a detailed audit log that allowed both Micro Strategies and their client to see exactly what migrated.



OUTCOME

Migrating from iManage Work 9.0 to Manage Work 10 in the cloud can be quite challenging, especially for firms containing large amounts of data.

Luckily Micro Strategies and their client, Winnie Banta Basralian & Khan, didn't have to go through any hurdles regarding data issue, or interrupted workflow process, thanks to Prosperoware Cloud Migrator.

The efficient data migration was only one of the outcomes of the project, taking only 8 hours with weekly deltas of 10 minutes each. With data as the greatest asset to the organization, the solution made sure that no data was lost or altered during the migration process.

Due to the speed of the migration, the organization was also able to save spending inefficient time for the migration. This way, Micro Strategies used the extra time & revenue to provide the client with in-depth training. This training was focused on effectively using the new cloud platform, iManage Work 10 to power user adoption.

Micro Strategies says that they are still using the Cloud Migrator solution for migration projects, and they don't intend to stop. Due to the solution's flexibility, simplicity, and ability to consolidate & migrate in a single process, the company is able to save its clients both money & time.

As Micro Strategies representatives put it:



"Cloud Migrator elevates our client experience."



We are a thought-leading enterprise software company for collaboration systems. Our core competency is our expert understanding of enterprise systems, data, and processes in organizations, and developing technology for digital transformation. We develop software for improving adoption & governance for collaboration systems and financial matter management.

Our customers include 50% of the Global Top 20 and AmLaw 200, 67% of AmLaw 100, 25% of UK Top 50, more than 40 global corporations including Fortune 500, and the Big Four accounting firms.