



Migrating Social and Collaboration systems

How to migrate and tips to ensure success

Social and Collaboration systems are widespread these days, everyone is using them. With major vendors in the market all trying to offer more effective and efficient ways to work together and communicate within teams, whether remote or physically located in the same location. These systems put teams in control of the authoring of content, uploading of personal files and team or project files to be collaborated upon. They allow the teams to organise themselves with calendar functionality, track tasks, keep track of issues in forums and discussion boards, collaborate and document items with Wikis.

What are the reasons for migrating a Social and Collaboration system?

There are a number of reasons for why migration of this data and information may be required. Moving to a cloud environment, companies are keen to move existing systems from costly on-premise implementations to the cloud. This allows the whole environment to be maintained for them with a single transparent recurring cost. Companies may have more than one collaboration platform in use and would like to consolidate to use a single platform. Other reasons for changing to a new collaboration system are that the existing platform doesn't have all of the features that are required and the company's needs are better met with another system. Whatever the reason for the move, the teams and individuals who have created valuable content on the existing system will not want this to be lost or left behind.

How do you go about migrating all of this content to the new environment?

There are usually a number of options available to move the content and data to the new environment. You could get your existing members of the sites and communities to manually move their content. However, are these people going to have the time, along with their existing responsibilities, to do this migration of data to the new system? The answer to that partly depends on how much content there is in the existing platform. If the answer is no, they can't, then you could look at outsourcing the manual migration to another team or company that specialises in data entry. Another option is to look at what the vendor of the new platform offers. There is sometimes an import method or a way to upload your data in bulk provided as part of the new system. The final option is to use an automated migration tool, like Vamosa's Migration Architect.

Migration Process

Ultimately all of the migration approaches above should follow the same simple principles:

- Extract the data from the source systems
- Transform the data to fit the new system
- Load the data to the new system

The key step in the process above is the Transform step. You need to ensure that you transform the data in the source system to work with the target system. Often when migrating to a new content management system there will be a number of changes made to the content types, presentation templates, and the information architecture of the site. These changes will determine the amount of transformation that is required for the existing content. The transformation task needs to account of these differences, are there new metadata fields that are mandatory in the target system? How should these new fields be populated, can the values be found somewhere in the existing content or will they need to be generated somehow? These decisions will be made by the business using insights gained by analysing the source content and understanding the new structures in the target. Once it is understood what is available in the source and what is required in the target, a process that will transform the existing content can be defined. The differences between the source and target content management systems are the key to getting the transformation process correct.

Another key transformation activity is the translation of all of the links in the content that is migrated to ensure the link points to the correct location in the new content management system. This link translation step is not something that is easy to achieve with a manual migration approach. Using an automated approach, you can design the migration to ensure that you track all links and know where the corresponding items have been moved to in the new target system. This allows for the updating of all links in the new CMS to allow for the content to function as it did in the legacy CMS.

How we migrate Social and Collaboration systems

We have extensive experience of migration of social and collaboration systems. At Vamosa, we have migrated customers to IBM Connections, Microsoft SharePoint, Microsoft Office365, Jive and many other social and collaboration platforms. These migrations can be to on-premise systems, Cloud installations or hybrid environments.

The key step, as explained earlier, is to understand the difference between the two systems. We do this by automatically analysing the source collaboration platform to understand the available features and the usage of each of these features.

This information is then used to determine the differences, if any exist, to the features that are available in the target system. We then discuss with the business the best way to transform the content for their specific needs in the target collaboration platform. This results in a design for the migration and we can then select the appropriate rules to use to transform and migrate the data.

The data types that are used in social and collaboration systems are more complicated than standard intranet or web content types. It can be critical to retain information like, download counts, recommendations, and discussion threads. These content types have vital metadata, like the author who created them and the date they were created. For this information to be useful in the target, this metadata, like author and date posted, needs to be retained. There is no point setting a recommendation or adding a comment to a file or blog post without the original author. Manual migrations struggle to retain this data and often it is not something that is offered as standard by vendor import solutions. Vamosa Migration Architect connects to the target system APIs to ensure that this information is preserved and that all information migrated retains this vital metadata for social and collaboration systems.





How T-Systems can help

T-Systems provide industry proven migration and archiving solutions using best of breed software backed up by consultants experienced in all aspects of designing, managing and delivering successful enterprise migration projects.

Content migration

- Migration of data between any source and target content management systems
- Full support of on-premises, cloud and hybrid solutions

Data archiving

- Archiving of web and social media data
- Legally defensible capture, preservation and analysis of content for eDiscovery, Compliance, and Risk

Merger and acquisition solutions

- Day one collaboration solutions
- Post-merger collaboration solutions

Cloud Email solutions

- Microsoft Office 365 migration
- Microsoft Office 365 tenant integration and migration
- Microsoft Office 365 managed services

Email modernisation solutions

- Microsoft Active Directory modernisation
- Microsoft Exchange Modernisation
- IBM Notes migration
- IBM Domino retirement

For further information
please call 0800 330 90 30

Published by
T-Systems International GmbH
Hahnstrasse 43d
60528 Frankfurt am Main, Germany