

CASE STUDY

100-YEAR-OLD TITLE INSURANCE COMPANY STRENGTHENS THEIR DATA FOUNDATION

WITH IBM FILENET UPGRADES

THE CHALLENGE

Our Client has serviced customers nationwide for over 100 years, so it's no surprise that their internal IT systems are very complex. They know that keeping their systems healthy is always a major priority of their IT department. This is why when they learned IBM would be ending support for their version of IBM FileNet, they sprang into action to avoid the risk associated with being unsupported and potentially halting revenue-generating processes and activities.

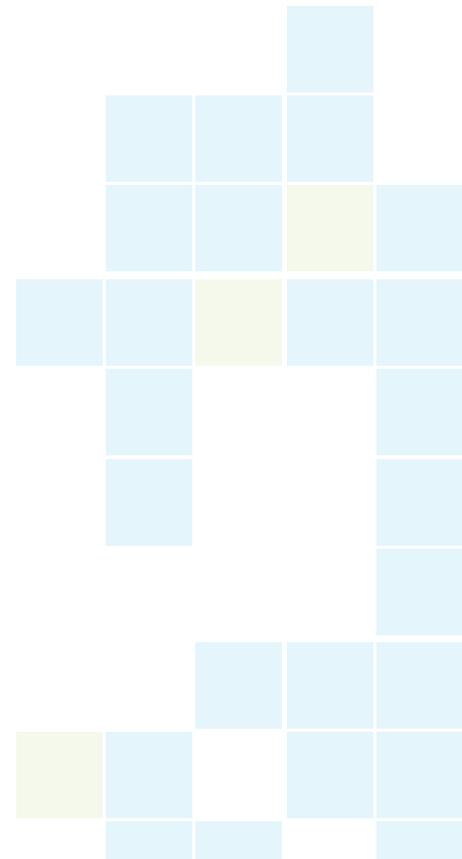
Almost immediately, they did their due diligence to determine the best plan of action was to maintain compliance and found upgrading their FileNet repository to the latest version was the best step to take for the business overall. After evaluating a number of different service providers, they chose Pyramid Solutions due the level of skills and technical knowledge demonstrated.

"Pyramid demonstrated more in-depth knowledge of how all this worked. When we first kicked off the process, we were really looking for skills on how to do the upgrade." - Project Manager

With over 65 million documents stored in their IBM FileNet repository involving over 24 different accounts that had to be matched up to dozens of security accounts, they knew the update would be a complex project. Once the project began with Pyramid Solutions, however, the Clients concerns about the complexity of the upgrade quickly subsided.

CLIENT SNAPSHOT

For over 100 years, our client has helped Americans protect their property rights while providing peace of mind for one of the biggest investment's homeowners will make. They work closely with title agents, real estate professionals, lenders and industry experts to secure safe and efficient real estate transactions. They provide comprehensive title and escrow products and services for individuals, businesses and government.



CLIENT BENEFITS

- Remain compliant
- Hassle free upgrade
- Enable additional security
- Increased roll out to employees
- Increase ease for future upgrades
- Availability to increase IBM capabilities

“Pyramid was great with the skills provided and controlling and making sure the project ran smoothly. Every time we met, the sessions were interactive, in-depth and easy to comprehend.” – Project Manager

In the first phases of the project, the Client and Pyramid Solutions worked side by side to define and complete pre-production work, from structuring to testing, in order to ensure a smooth upgrade. This is when the teams discovered a major challenge: the single upgrade everyone was expecting would need to be broken down into two separate upgrades as the IBM FileNet product would not allow the Client’s environment to jump from their current version to the latest: v5.5.1. The team would have to upgrade v5.1.0.3. to v5.2.1.7., and then perform another upgrade from v5.2.1.7. to v5.5.1. At this point in the process, however, the synchronicity between the Client and Pyramid Solutions teams had resulted in a strong partnership, and they knew they could take on the double upgrade with confidence.

“It was a solid demonstration of skills by [the Pyramid Solutions team]. It was more just demonstrating that they had their arms around things. The attitude was always, “we will figure out how to make that happen” versus, “geez, I don’t think we can do that.” It was always a very proactive approach from Pyramid Solutions,” – Project Manager

Once ready, the team performed both upgrades successfully in one weekend, ensuring all the indexes and metadata associated with the 65 million pieces of content were reprocessed and moved twice– once in the upgrade from FileNet v5.1.0.3. to v5.2.1.7., and again in the upgrade from v5.2.1.7. to v5.5.1.

Not only is the Client now compliant and able to maintain their foundation of strong repositories, but the project has positioned them for additional success in the future. In addition to the necessary upgrades, Pyramid Solutions helped the Client follow best practices and organize their data storage by separating out their different security service accounts instead of having them all under one account.

“Because of the clean-up that was done beforehand, not only are we more organized, but further upgrades down the road will be much easier. We’re even seeing some Navigator features now that we might want to utilize.” - Application Administrator

Although the timing of the project was impressive, what really made the project great for the Client was the teamwork and bond that was created between both companies. Pyramid Solutions thought critically about the unique needs of the Client and acted throughout the entire project as if they were a partner, not a client.

