

Five Warning Signs It's Time to Ditch Your Legacy Document Management System



About this eBook

As the non-profit association dedicated to nurturing, growing and supporting the information management community, AIIM is proud to provide this research at no charge to our members. In this way, the entire community can leverage the education, thought leadership and direction provided by our work. We would like these research findings to be as widely distributed as possible.

Feel free to use individual elements of this research in presentations and publications with the attribution — “© AIIM 2019, www.aiim.org”. Permission is *not* given for other aggregators to host this report on their own website.

Rather than redistribute a copy of this report to your colleagues or clients, we would prefer that you direct them to www.aiim.org/research for a download of their own.

Our ability to deliver such high-quality research is partially made possible by underwriters, without whom we would have to use a paid subscription model. For that, we hope you will join us in thanking our underwriter:



systemware

Systemware, Inc.

15301 Dallas Parkway, Suite 1100

Addison, TX 75001

United States

☎ +1-972-239-0200

✉ successteam@systemware.com

💻 www.systemware.com

About AIIM



Here at AIIM, we believe that information is your most important asset and we want to teach you the skills to manage it. We've felt this way since 1943, back when this community was founded.

Sure, the technology has come a long way since then and the variety of information we're managing has changed a lot, but one tenet has remained constant — we've always focused on the intersection of people, processes, and information. We help organizations put information to work.

AIIM is a non-profit organization that provides independent research, training, and certification for information professionals.

Visit us at www.aiim.org.



Written by

Kevin Craine

Content Strategist, AIIM

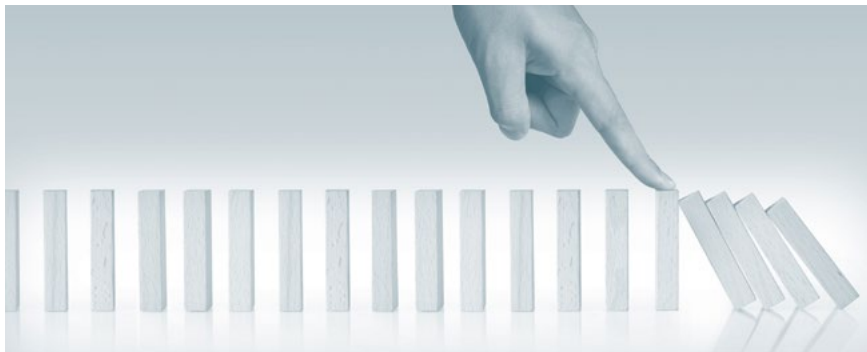
Host and Producer of AIIM On Air Podcast

Introduction

Working with outdated legacy systems is a common roadblock to digital transformation. These are computer systems, programming languages, and software applications that are out-of-date and can no longer receive support and maintenance. Yet despite their obsolescence they remain in use. In many cases these legacy systems continue to be essential for operations, putting the organization at risk in important functional areas like cost, efficiency, and compliance.

Legacy systems have staying power. But whether they are IBM mainframes, or other established legacy hardware and software solutions that have been delivered by companies like Microsoft, Oracle, or ASG, organizations often find that they feel stuck. For many, these systems have customized business processes, code, and integration that isn't easily replaced by newer solutions. By virtue of the fact that they're already installed and ostensibly working, IT departments don't like or are afraid of change; they've been told that migration is out of reach.

Organizations are being held back from modernization by their reliance on legacy applications. It can be difficult, if not impossible, to adopt modern business approaches – things like leveraging a mobile workforce, taking advantage of the cloud for scale and savings, or improving business intelligence through analytics – when your systems were designed and deployed before those developments became the norm.



Don't Get Stuck

Legacy systems may have played key roles in business operations at one time, but now have become a costly and inhibitive burden. Do you feel as if your organization is behind the curve? If so, you're not alone. According to research firm Vanson Bourne,¹ nine out of ten IT decision-makers claim legacy systems are preventing them from harnessing the modern digital technologies they need to grow and become more efficient. Large companies were also more likely to be held back by legacy systems, with 44% saying it affects every, or most, projects.

Cut the Legacy of Expense

Dependence on ageing legacy systems is becoming ever more expensive. Statistics show that on average enterprises spend from 60% to 85% of their IT budgets to maintain old software infrastructure² that fails to meet their business needs – money that could be redirected to digital innovations that would bring greater competitive advantage.



Legacy platforms can hold your business back from reaching its true potential in the future and severely impact business operations today.

The Cost of Doing Nothing

Do you recognize the need to update your infrastructure, but the potential cost and perceived difficulties of integrating with new solutions keeps you from taking action? Consider instead the cost of doing nothing. Continued use of legacy platforms can hold your business back from reaching its true potential in the future and severely impact business operations today. This is especially true as increased agility, business intelligence, and innovation become essential requirements of digital transformation.

Five Warning Signs

Here are five warning signs it's time to ditch your legacy document management system.

- 1. Are you relying on older mainframe systems?** – Whether the result of previous mergers, a failure to keep up with technological advances, or a reluctance to budget for development, legacy platforms are certainly not uncommon. As technology develops and requirements change, businesses oftentimes find that they have a diverse collection of legacy technology platforms. Now is the time to take a hard look and evaluate the continued value vs. risk of these older systems.
- 2. Are you hostage to your legacy provider?** – Organizations often feel they have no choice but to continue to maintain outdated systems because the effort and expense of migration is too much to tolerate. This is exactly what your current provider would like you to believe. But the truth is, making the move may not take months or years to achieve and can be more cost-effective than you've been led to believe.
- 3. Do you have trouble dealing with ROT?** – Researchers tell us that up to 85% of information in an organization is redundant, obsolete, or trivial³. This data overload will cost organizations up to \$3.3 trillion cumulatively by 2020. But in addition to the cost, ROT impedes the ability of an organization to be flexible and responsive in organizational workflow and performance. This 'information agility' is a key differentiator in the age of digital transformation.
- 4. Are you struggling to maintain compliance?** – It's no secret that information management and data security regulations are becoming increasingly strict across the world. Standout examples include the General Data Protection Regulation in Europe, and the newly implemented California Consumer Privacy Act in the US. To be compliant with these and other regulatory demands when you continue to employ older legacy systems is challenging. Companies that do not modernize their information infrastructure leave the door open to increased risk of non-compliance.

- 5. Is your user experience behind the times?** – Users and customers today expect modern systems and applications. When they interact with your company and your systems, do they struggle because you are behind the technological curve? If you offer a last-century experience to your customers, you may get left behind as your competitors continue to innovate. It is difficult to attract and keep the best employees, and difficult to optimize organizational performance when you are working with systems that are a decade or more behind the times.

Migration Doesn't Need to Take Months or Years

In response to these factors, many organizations are now creating digital transformation strategies and developing new systems of engagement. This includes providing mobile, cloud-based applications for customers, business partners, and employees, improving workflow flexibility and efficiency, and boosting security and compliance while advancing and modernizing the information infrastructure.

Often these new applications and approaches must integrate with legacy systems – and this is where the problem lies.

Contrary to common belief, the migration to new cloud and mobile-enabled platforms doesn't have to take months or years to complete. Advanced migration tools make the effort much easier than in the past. Indeed, suppliers and partners now offer approaches that accelerate the migration with open APIs and service modules that are specifically designed to ease the transition.

The Case of Anheuser-Busch

One example is found with the story of Anheuser-Busch who completed a successful content migration in just two weeks. The company needed to evaluate their options when faced with a fast-approaching license renewal deadline from their mainframe solutions provider. Anheuser-Busch had a specific set of business requirements that made an accelerated content conversion plan a critical priority. Working with solution provider, Systemware, the team developed a customized test environment and the existing repository was analyzed to identify content and capture property definitions before proceeding with the conversion. One key to success was Systemware's Legacy Archive Processor (LAP), a conversion process that efficiently migrates content and the associated context stored in legacy systems or repositories. Anheuser-Busch was able to complete implementation in less than one month, busting the myth that migration takes months or years to complete.

Steps to Migration

Migrating away from legacy systems may be your key to digital transformation. How can you do it? Here are essential steps to consider.

Unload – Migration starts with an “unload” of your current system parameters. This is a complete export of the schema of your current content management system. This provides document and report definitions including capture information, indexing programs and assignments, version numbers, dates, and retention policies, and, the nature of the metadata that surrounds the content. In essence, this unload is a structured framework containing everything about the content, except for the content itself.

This unload process may seem mysterious, and that it is because providers of legacy systems often make it so. After all, they are not motivated to make it easy for you to leave. But today, new and

advanced tools are available that analyze your current system and make migration much less mystifying. An analysis of the legacy system is used to reconstruct the same system, hierarchy, and surrounding metadata, inside of the target system, preparing it for the actual migration of content. These tools can retain the integrity of the source data, including the format, which helps organizations to quickly and effectively manage conversion and migration projects with minimal impact.

Analyze – Next, it is important to thoroughly analyze the content targeted for the migration. Does every bit of information need to be migrated, or are there opportunities to clean up redundant, obsolete, and trivial content? This analysis effort makes good business sense, and it will pay for itself by virtue of having less clutter to manage both during and after the migration.



If you thought migration was too complicated, expensive, and problematic in the past...it's time to think again.

Organizations around the world invest a great deal of time and money to manage information. According to Gartner, global spend on information technology will rise to well over \$1 trillion this year.⁴ The average company spends somewhere between 3.5% to 7% of their revenue on IT,⁵ so, if you have a \$50 million firm you can anticipate that you'll spend around \$3 million or so to manage your information every year. What if you could reduce that expense by getting rid of the ROT before you migrate?

Migrate – Once you have a framework in place, and thoughtful analysis of what information you need to migrate, the next step is to plan the migration itself. Here are three options to consider.

Move it all. This is an effective approach if you want to completely eliminate your dependence on the legacy system. With everything included in the migration you can cut ties to expensive and out-of-date mainframe systems.

Migrate only when called for. This is a good option if you are looking to achieve migration over time and only where it makes sense. When a document is called for in the course of normal workflow, it will be retrieved from the older system, made available to the user, and then captured and stored in the new system under the new schema. Over time, a new updated base of information is developed with unnecessary content eventually falling away as older systems are retired completely.

Leave the content where it is but point to it. Another approach to consider is to allow content to remain stored in a legacy document repository but point to that location with custom connectors and systems that provide modern capabilities while retaining the legacy storage. This is an especially effective strategy for organizations with a high volume of legacy information and an established infrastructure of storage systems that doesn't make sense to replace.



CERTIFIED
INFORMATION
PROFESSIONAL

What's Next?

Every organization in the world is on, or should be on, a Digital Transformation journey. How effectively you navigate this journey relies on how adept your organization is at combating the rising tide of information chaos. This requires new strategies and skills that extend beyond traditional ECM. We call this modern approach Intelligent Information Management.

This course explores how your role as an information professional is critical to accelerating business activities, enriching customer experiences, and improving operational agility.

You will learn how to:

- Create and capture information
- Extract intelligence from information
- Digitalize information-intensive processes
- Automate governance and compliance
- Implement an information management solution

The Foundations of Intelligent Information Management Workshop was designed as a primer for the Certified Information Professional exam. For attending, you will receive the CIP Study Guide and a voucher for one free CIP exam registration.

[Learn More](#)

Flexibility is Key

Whatever approach you use it is important to select solutions and providers that provide you with the flexibility to choose. Ensure your approach provides the kind of flexibility you need to make the best decisions on migration. You may find that a wholesale migration is not the right path for you today but may be so in the future. A phasic approach can be valuable, but your pressing needs may include a complete migration. So, keep flexibility and choice as top requirements for any solution you choose.

Moving Forward

If you thought ditching your legacy content management system was too complicated, expensive, and problematic in the past... it's time to think again. Consider how thoughtful migration can eliminate risks and warning signs, while providing the organization with a modern infrastructure to enable digital transformation. Look for providers and partners with the right mix of vision, capability, and expertise to make the most of your migration efforts.

Notes:

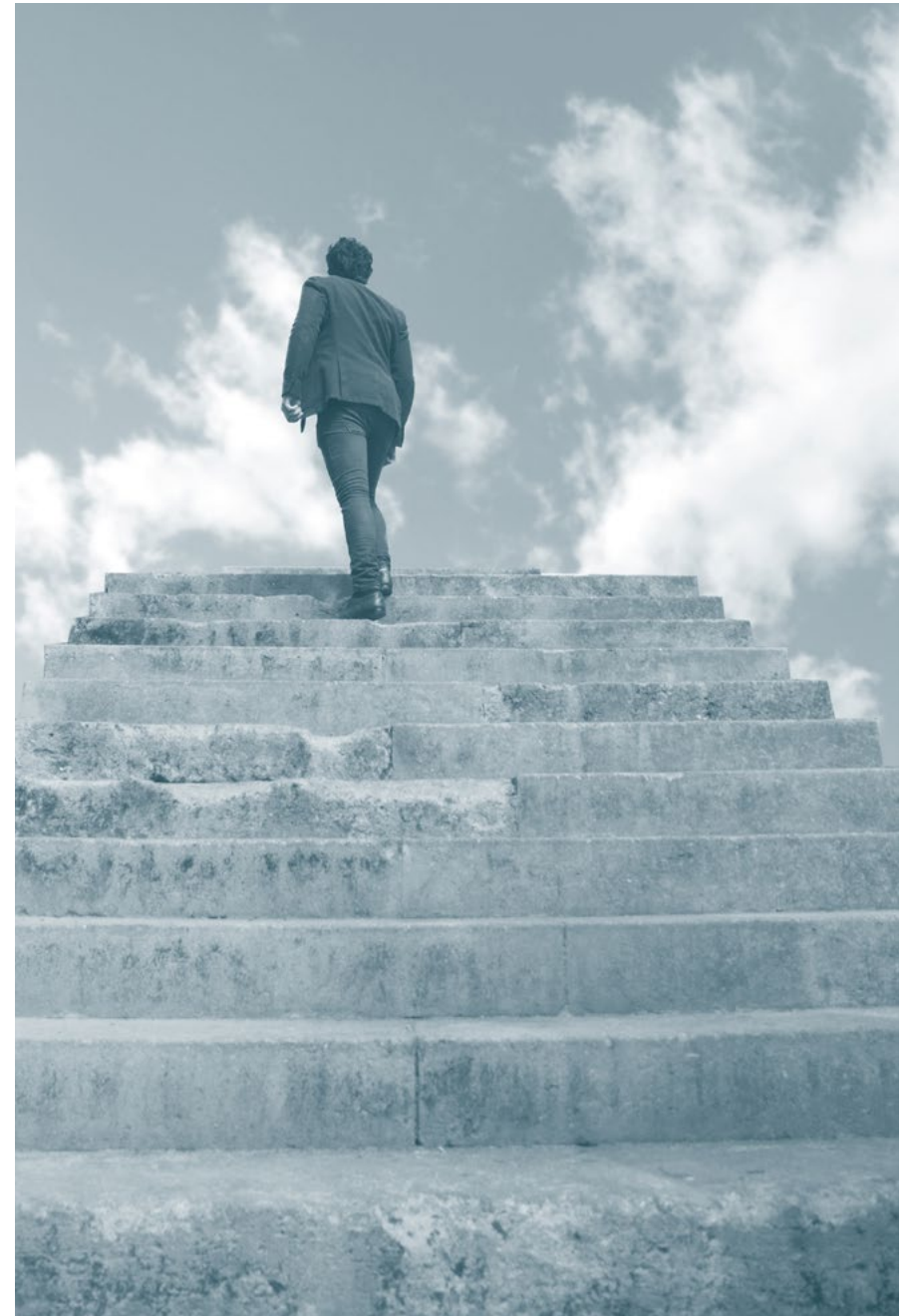
¹ **Computer Weekly.** <https://www.computerweekly.com/news/4500248467/Legacy-systems-holding-back-90-per-cent-of-businesses>

² **ScaleFocus.** <https://www.scalefocus.com/insights/business/top-13-reasons-to-modernize-your-legacy-systems/>

³ **Veritas Technologies Global Databerg Report.** <https://www.veritas.com/news-releases/2016-03-15-veritas-global-databerg-report-finds-85-percent-of-stored-data>

⁴ **Gartner.** <https://www.nexustek.com/blog/2018-it-spending-trends-predicted-by-gartner-and-idc>

⁵ **Deloitte.** <https://leapfrogservices.com/percentage-companys-budget-allocated>





systemware

About Systemware

Systemware has been a pioneer in enterprise content management for nearly 40 years, helping some of the world's largest and most highly regulated organizations capture content from a variety of different resources, and deliver it in the exact context needed for each business line. Our content services platform, Content Cloud, allows organizations to quickly transition from legacy silos to a modern content services environment, resulting in a simplified IT infrastructure, a reduction in cost-to-serve, and compliance with industry regulations. With Systemware Content Cloud, organizations can modernize their digital environments while providing an enhanced user experience with workflow efficiency and immediate access to business-critical content. Our team of innovative and creative minds have pioneered many important technological advancements in the ECM sector and are committed to helping our customers achieve their content management initiatives.

For further information, please visit us at:

www.systemware.com





Here at AIIM, we believe that information is your most important asset and we want to teach you the skills to manage it. We've felt this way since 1943, back when this community was founded.

Sure, the technology has come a long way since then and the variety of information we're managing has changed a lot, but one tenet has remained constant. We've always focused on the intersection of people, processes, and information. We help organizations put information to work.

AIIM is a non-profit organization that provides independent research, training, and certification for information professionals.

© 2019

AIIM

8403 Colesville Road, Suite 1100
Silver Spring, MD 20910, USA
+1 301 587 8202
www.aiim.org

AIIM Europe

Office 1, Broomhall Business Centre,
Worcester, WR5 2NT, UK
www.aiim.org

