

A Fire Service Providers' Journey From File Shares To Microsoft 365

The Client

The client is the second largest fire and rescue service for a metropolitan county in England and employs more than **2000** people. Priorly, the client utilized Alfresco and File Shares for different functions to connect, control, and manage files and data. Concerns for better management and optimized results led to a need for an alternative.

Before Our Solution

- ▶ The unavailability of a systematic methodology to share files with an optimized approach and effective control over file management resulted in inefficient throughput.
- ▶ The use of multiple third-party tools slowed down basic processes. Connectivity problem arose in the absence of a centralized system, leading to chaos and mismanagement.
- ▶ Multiple licenses needed more permissions for access and also resulted in more investment costs.
- ▶ Due to inefficient document storage and file transfer systems, control over the whole methodology was not effectively maintained and consequently incurred additional expenses.

Challenges

Large amounts of data files, 90+ GB, were stored in various sources like File shares and Alfresco

The employee workforce had to be trained for adopting and using Microsoft Office 365. (Like OneDrive, Microsoft SharePoint etc.)

A new set of governing guidelines had to be established for employees to follow.

Objectives

Acuvate documented the client's issues and focused on a solution proposal by considering the following objectives of the client. They desired

- ▶ To discard the obsolete sharing and storage technology and modernize them to encourage optimized document management and versioning. It will lead to easily accessible content with better control.
- ▶ To migrate the data file and documents from the present File Shares and Alfresco to Office 365 (OneDrive and SharePoint Online) to promote employee productivity and systematic collaboration.
- ▶ To keep future possibilities open by incorporating better technologies easily.

Solution

Acuvate drafted a solution with their AI Accelerator – Optimum, to aid the client by allowing the transfer of files to Office 365 (One Drive and SharePoint online) via FastTrack methodology. Acuvate

- ▶ Developed and shared the blueprint of starting a data migration journey from the existing File Shares and Alfresco to Office 365 (OneDrive and SharePoint).
- ▶ Analyzed Alfresco and File Share systems using Acuvate's AI Accelerator Optimum to learn about the right data, risks involved, and document specifications.
- ▶ Identified that only 2.5 TB out of 10 TB files were only accessed in last one year
- ▶ Suggested Office 365 in the solution draft, which made third-party tools and licenses unnecessary, to encourage a centralized system of successful management of data
- ▶ Migrated only the required 2.5 TB files from File Shares to SharePoint Online and OneDrive.
- ▶ Migrated 80 GB in size Alfresco documents to shared (teams) sites in SharePoint Online already included as a part of the Office 365 license, reducing the cost of an additional license.
- ▶ Enabled the training of all the employees of the fire service providers so that they can be familiarized with the new protocols to handle the work on the newly migrated platform. Different workshops were conducted to learn how to utilize other supplementary technical skills.

Business Impact

Acuvate proposed these solutions after keen observation and thorough research. Then, it coordinated and advised the client to implement the solutions that soon showed a positive impact on the business of the client



50-60% faster time-to-market.



Reduced latency with quick access controls and centralized management



Increased efficiency by implementing of a personalized application that allows room for personalized and custom settings.



Smooth file transfers through Optimum - AI Accelerator to SharePoint Online and OneDrive, ensuring better collaboration and versioning.

Technologies Employed



Microsoft OneDrive



Microsoft SharePoint Online

Outcome

The eased management, versioning, collaboration, access control, cost-cutting, and time-saving digital solution transformed the working of the fire service provider. Acuvate

- ▶ Employed its AI Accelerator Optimum and analyzed the existing file share system and found **7.5 TB of storage space was unutilized.**
- ▶ Migrated the required files in record time, including the **file properties.**
- ▶ Enabled **quick collaboration** and functioning by eliminating permissions from different sources with better access control.
- ▶ **Reduced expenditure on storage** by eliminating the utility of third-party tools and licenses.
- ▶ Completed the entire migration in a span of **16 weeks.**

About Acuvate

Acuvate is a global software service provider with over 15 years of experience in offering varied next-generation digital and consulting services. The company's mission-critical business offerings are aimed at modernizing, automating, and supporting enterprise applications, IT systems, and infrastructure. With innovation at its core, Acuvate has enabled enterprise-wide digital transformation for a large number of businesses across the world with the help of new technologies such as AI, Advanced Analytics, Intranets, content migration & modernization, etc.

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