Global Biopharma Company

Content Manager and Structured Data Manager combine to deliver future-ready archiving and records management.

Reorganization Prompts Archive Governance Review

This major global pharmaceutical company is highly regulated and needs to comply with very strict archiving and records management mandates and requirements. When the organization began a significant multi-year reorganization initiative, the search was on to find a future-ready records management and archive solution to replace the aging legacy system. As the team's project lead explains: "We have to assure the long-term preservation, integrity, and accessibility of

the unique and proprietary evidence of our science, demonstrate compliance with internal and external record keeping obligations, and build trust with our global community."

He continues: "Our existing system had been highly customized over the years, which limited the ability to evolve the systems to meet new use cases and requirements. There were functional limitations as well: the solution could not simultaneously manage physical and digital content, it had trouble ingesting very large files, and it wasn't very user friendly. Business stakeholders would submit content to a team of archivists who would manage the archiving centrally. This really limited the scalability of the solution."

Content Manager and Structured Data Manager Provide Good Fit

The organization initiated a search for a feature-rich archiving solution that could manage structured and unstructured data, integrating physical and digital content alike. They wanted to move away from extensive and expensive customization and instead provide easy configuration that can be managed by business users rather than developers or the IT team. They also sought to decentralize the submission of content

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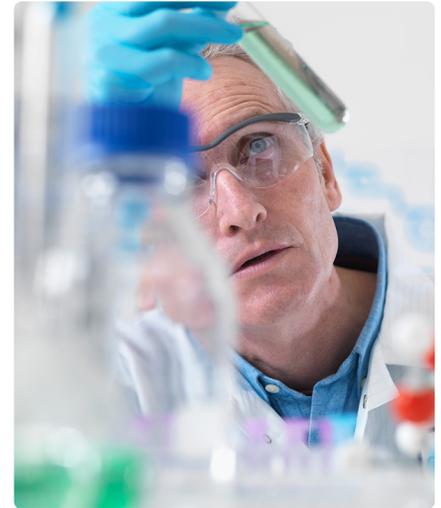
Project Lead
Global Biopharma Company

At a Glance

Industry

Pharmaceutical

Location

Global

Challenge

Create a scalable, decentralized, and feature-rich archiving solution to manage over 100 million records in a highly regulated environment

Products and Services

Micro Focus Content Manager
CyberRes Voltage Structured Data Manager

Success Highlights

- Full regulatory compliance
- Empowered business users submit content directly for archiving
- Flexible deployment model
- Easy configuration minimizes need for customization
- Effective partnership between Information First and Micro Focus

to a much larger population of users, while providing transparent and enhanced data integrity, auditing, and access control. Finally, the organization required a flexible delivery model since it wasn't yet clear whether the solution would be deployed on premise, within its internal private cloud, or via a full Software-as-a-Service (SaaS) model.

Micro Focus received a Request for Information (RFI) and, after reviewing it in detail, decided to involve long-time partner Information First. As a Micro Focus Platinum Partner for Information Management and Governance, Information First was ideally positioned to lead the vendor team through the evaluation and acquisition process, and, if successful, transition to a role as a strategic company partner in the deployment of the new archiving and records management solution. John Lontos, President of Information First, comments: "Our information management experts have been implementing records management and archiving solutions for over 20 years. When we looked at the scope of this project, we realized that Micro Focus Content Manager and Voltage

Structured Data Manager (SDM) would be a perfect fit. Content Manager's ability to support hundreds of millions of archived items and tens of thousands of users, coupled with SDM's ability to archive a wide range of structured sources, provides the company with a massively scalable and future-proofed solution."

Content Manager helps organizations manage their content with automated rules, classification, and workflow capabilities to facilitate the easy capture, management, and lifecycle disposition of business content from creation to beyond disposal, improving staff efficiency, security, and enterprise compliance. SDM discovers and protects sensitive data, preserving its business value, and managing the lifecycle of information held in databases.

Information First Leads Detailed Evaluation Process

A key internal stakeholder group consisted of archivists who needed a thorough understanding of how the Micro Focus solution met their requirements and how

it differentiated from competing products. Information First conducted a number of high-level and deep-dive demonstrations of the solutions' capabilities, responded to multiple requests for technical information and responses to detailed requirements questions, and engaged in frequent "what if" discussions. This collaborative approach allowed Information First and Micro Focus to demonstrate relevant understanding and expertise, address the stakeholders' immediate concerns, and also establish additional ROI and automation opportunities made possible by the wide range of features and potential use cases. After a strong reference call with another significant pharmaceutical customer, a flexible multi-year agreement was negotiated, relying on Information First to provide all implementation services.

"This relationship is all about trust," explains Lontos. "With our relevant pharmaceutical industry experience with this specific product set, we were able to speak the same 'language' as the internal stakeholders and understand both their requirements and their concerns, which helps to manage expectations and create a true partnership. Our expertise, combined with the depth of features in Content Manager and SDM and the confidence that compliance would be achieved, were key factors in being selected for this important initiative."

Future-Proof Solution with Deployment Flexibility

"When we compared the Content Manager and SDM capabilities with other contenders, it was clear that the Micro Focus solution was the only viable one for us," says the team's project lead. "The ability to manage structured and unstructured data, as well as physical and digital content in a highly integrated manner, gives us the flexibility and scalability we need. Our business processes transform constantly, and we can adapt our archiving criteria easily

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John Lontos
President
Information First

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with Content Manager's point-and-click configuration that can be managed by the business users themselves."

Over time, this project will involve a data migration of over 100 million records from the existing legacy archiving system, integrating the solution into numerous active business systems, and decommissioning hundreds of business systems and applications. Whereas the legacy archiving system was essentially a backend repository fully managed by the archivists, the new Content Manager and SDM solution will make it easy for business users and application

owners to submit structured and unstructured content directly to the archive, while drastically improving scalability and flexibility.

Lontos concludes: "Content Manager and SDM can be flexibly deployed, on-premise, in the cloud, or in a hybrid environment, allowing the solution to quickly adapt to the needs of our client far into the future. The united front presented by Micro Focus and Information First during the evaluation phase gave the client additional confidence in the partnership and made our ultimate bid that much stronger."

Information First
Governance and Analytics Solutions

CyberRes
A Micro Focus Line of Business