

WSDOT Thoroughly Evaluates Options and Starts Successful Migration to ILINX from Expiring Oracle 10g Platform



INDUSTRY

State Government

SOLUTION

- › Replacement of end-of-life legacy ECM system and core functionality

CHALLENGE

- › No clear upgrade path. An Oracle upgrade would require:
 - › Complete migration
 - › Rebuild of all workflows
 - › Switch to Java architecture
- › Enterprise Services options hindered by current architecture
- › Oracle COLD report preprocessor discontinued
- › No dependable solution in place for records retention

KEY BENEFITS

- › .NET architecture leverages internal IT expertise
- › Agency can implement & maintain technology using internal resources
- › Enterprise Services model a viable option within Windows framework
- › One platform, one vendor meets most ECM needs:
 - › Capture
 - › Workflow
 - › Repository
 - › Search—Saved & External
 - › Migration
 - › Import
 - › Retention Management
 - › COLD reports
- › ILINX technology supports systematic migration
- › True technology partner is responsive to WSDOT's needs
- › Ease and speed of installation
- › Users can master application with little to no training

ILINX® PROVIDES AN ENTERPRISE SERVICES CAPABLE PLATFORM THAT CAN BE IMPLEMENTED AND MAINTAINED USING INTERNAL IT RESOURCES

THE PLATFORM INCLUDES POWERFUL SOFTWARE FOR MIGRATION, CAPTURE, WORKFLOW, REPOSITORY, RETENTION MANAGEMENT, COLD PROCESSING AND MORE

Formed in 1905, the Washington State Department of Transportation (WSDOT) plans, constructs, operates and maintains over 20,000 lane miles of state roadways, more than 3,000 bridges and the nation's largest ferry fleet. Its 7,000 employees are charged with supporting Washington's economic vitality and renowned livability through reliable, responsible and sustainable transportation.

It has been successful in doing so by building a large and sophisticated IT infrastructure that has been maintained and grown by a visionary work group.

A core component had been an Oracle 10g document management system that had been expanded over 13 years to include multiple imaging applications, millions of documents, and 19 workflows with 325 human queues. WSDOT originally implemented the system in 2001, when it was Optika Acorde, which was later purchased and rebranded as Stellent IPM and finally acquired by Oracle.

Upgrading Oracle 10g Proves Problematic

The WSDOT IT group originally planned to upgrade to Oracle Webcenter Content 11g after Oracle announced it would no longer be supporting 10g. However, this proposition raised several concerns.

Historically, WSDOT was not happy when Oracle had moved the Stellent platform to Java, from the Windows Service architecture it preferred. More importantly, several key features that WSDOT utilized had been dropped from the Oracle ECM product roadmap, including External Search and COLD processing. Since 11g was an entirely new platform, an upgrade would require a total migration. With no tool supplied by Oracle to move the

agency's 19 workflows over to the new version, they would all have to be completely rebuilt. Oracle is embracing a new direction in ECM and it was made clear that these gaps would not be addressed.



WSDOT Initiates Strategic Analysis

With growing concern about migrating to Oracle 11g, WSDOT hired an independent consultant to execute a requirements study and provide a recommendation for possibly replacing the current Oracle 10g installation.

After conducting a thorough analysis, the consultant compiled a complete list of functions utilized by WSDOT across all of their Document Management systems: Oracle 10g, Share Point, Project Wise, OpenText, Contract Manager, and more. A matrix was presented that compared functional requirements with the capabilities of various leading ECM platform replacement candidates. The products included Oracle 11g, SharePoint, OpenText, ILINX and others.

RFP Specifies Extensive Requirements

Based on the analysis and internally generated data, WSDOT released an official RFP to replace Oracle 10g. It included a whopping 265 technical requirements for

imaging, document management, workflow, retention management, and COLD processing. Beyond product capabilities, there would be evaluations on the ability of vendors to provide required training, support, and migration strategies.

In addition, WSDOT looked at each vendor's willingness to consider the agency's current and future needs from a product development perspective.

Finally, WSDOT wanted a product that was well suited for use in an Enterprise Services architecture—all functionality would have to be available through standard programming interfaces.

ILINX Selected to Replace Legacy ECM

The response to the RFP offered many options for WSDOT—14 submittals featuring 9 product combinations were fielded. Three were selected to present and demonstrate technologies to the WSDOT selection team.

Of the finalists, the committee decided that ILINX software, the solution recommended by ImageSource®, best met the agency's sweeping requirements.

“WE THINK ILINX IS WHAT CURRENT ECM TECHNOLOGY SHOULD BE. IMAGESOURCE HAS TAKEN WHAT IS EFFECTIVE IN LARGE LEGACY SYSTEMS AND DELIVERED IT ON NIMBLE ARCHITECTURE WITH A SIMPLE INTERFACE.”

— Richard Norrell, Senior ECM Systems Engineer, WSDOT

ImageSource, a long term technology partner, had previously helped WSDOT and several other agencies—Washington State Patrol, Department of Licensing, Office of Financial Management and Traffic Safety Commission—design basic framework for a new records system. The Collision Location and Analysis System (CLAS) utilized eForms, Kofax Capture and Oracle 10g for automated workflow and electronic image retrieval to determine the class of each collision based on factors like type of vehicle, location, sequence of events, etc.

Technology Fits Both Vision & Resources

ILINX is built on a .NET framework, which gives the platform a critical advantage over Java based software options. ILINX can be utilized as an Enterprise Services architecture. In addition, WSDOT is leveraging its server and database administrators and its application sup-

port team members to implement and support the platform. With abundant internal .NET knowledge, WSDOT is able to minimize the use of outside resources.

Other significant factors that appeal to WSDOT are how quickly and easily ILINX can be installed and mastered by users.

ILINX Utilized for Capture, Workflow, Repository, Retention Management & COLD

ILINX Capture, a robust capture and workflow application has replaced Kofax Capture, and eliminated page count licensing. It works with ILINX Content Store, ILINX Release and ILINX Import for a comprehensive imaging-processing-access solution for the agency's 70+ imaging applications and 10+ million electronic documents.

ImageSource worked with WSDOT to develop a smart system for content migration. ILINX Export is utilized in conjunction with a portal to pull from both Oracle and the new ILINX applications to make the process seamless for 4,000 users in multiple business units. ILINX Export enables annotations to migrate with documents as they move from Oracle 10g to ILINX Content Store.

ILINX Export is also being leveraged to provide the mandatory retention management functionality that was outlined in the RFP. While many of the responses were weak in this area, ILINX technology was capable of meeting the agency's needs without complicated and unnecessary functionality.

Finally, the platform provides a solid COLD solution using ILINX Advanced Report Management (ILINX ARM), which parses/extracts data and bursts reports into individual documents, which are delivered with metadata to the ILINX Content Store repository.

A Responsive Technology Partner

At the heart of WSDOT's decision to invest long-term in ILINX technology was a factor that was hard to quantify, but one of overriding importance—the willingness of ImageSource to be responsive to their needs now and moving forward.

As put by Tom Westfall, Vendor Application Support Manager, “Where other vendors force us to bend to fit their offering, our history with ImageSource gives us confidence that ILINX will continue to flex to meet our needs and processes.”

Technology

ILINX®
www.ilinx.com

ILINX CAPTURE

Easy-to-use, highly configurable software for document capture and processing

ILINX Capture enables you to quickly and easily capture information from your desktop, MFD or mobile device, yet has the power to accommodate production scanning operations without page-count licensing. This flexible application automates capture from both paper and electronic sources and converts it to image in a variety of digital formats, functional data, or both. Using a powerful, easy-to-configure workflow engine, ILINX Capture delivers critical information to the systems that manage your business processes.

ILINX CONTENT STORE

Scalable, intuitive repository with advanced search and secure storage

This secure repository provides a scalable and affordable capture and storage for all document types and digital assets.

Running on a common browser, users access ILINX® Content Store at any desktop, while administrators maintain and control user security and access in minutes from a central location. This robust application deploys in a fraction of the time it takes to set up a traditional system.

ILINX EXPORT

Extract content from multiple ECM systems, convert, enhance and deliver

ILINX RELEASE

Convert and deliver content from any point in the business

ILINX IMPORT

Collect, convert, enhance and deliver files/email to multiple repositories

ILINX ARM

High-volume print stream/COLD report processing
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