

# Case Study:

## Modernising information management flows



### Client

This Victorian-based water utility company requested Astral develop an enterprise content management (ECM) strategy and roadmap to streamline and structure information management, storage and access across the organisation.

### Business Challenges

- Many siloed legacy systems and manual processes that reduced efficiency and productivity.
- A large number of network drives, vast volumes of documents and a lack of consistent information management practices
- There were different approaches to managing and storing unstructured information, including poor version control
- Complex processes to retain asset related information through the different stages of design to operations
- Unstructured customer information was stored in multiple systems making it difficult to access all information related to a single customer.

### Strategic Recommendations

Astral engaged with business representatives across all business areas to understand current information management processes, risks and issues and areas of improvement and prepared the strategy based on this.

The Strategy included a definition and implementation of an information governance program establishment of an ECM platform for the management of both vital and working documents that utilised compatible solution sets to meet the business requirements of each document group.

It also identified and prioritised vital business applications to utilise the new ECM platform based on business priority and potential risk to the business. These included controlled documents, engineering drawing management and digital asset management. The analysis also identified many legacy applications that could be decommissioned following the implementation of the new ECM platform.

*“In the delivery of an ECM strategy and roadmap Astral provided the governance framework needed to help us drive value from our information assets throughout their full lifecycle.*

*Furthermore, the ability to leverage Astral’s product knowledge and vendor neutrality across the ECM software market was invaluable, greatly assisting in executing on the architecture roadmap to ensure we are providing the greatest value to the business.”*

*Enterprise Architect Lead – Large Australian Water Utility*

### Benefits

- Establish single source of truth for unstructured information
- Increase staff productivity
- Decrease staff frustration related to IM
- Drive a consistent approach to how to manage information across the organisation
- Reduce risk relating to accessing out-of-date asset related information
- Simplify the IT landscape – reduce the number of IM applications used by the organisation.

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RESULTS ARE EVERYTHING