



## Major Service Provider Web-based Report Migration Utility

Conversion report utility saves customer hundreds of hours and thousands of dollars

### Case Study

#### Challenge

As a business differentiator, our client provides its clients the ability to create and modify Ad Hoc Reports against company data within its systems, providing a unique competitive advantage in the market place. However their customers were distributed between two versions of the Report Infrastructure: Crystal Enterprise versions 8 and 10 (CE8 and CE10). Historically the reporting platform provided no built-in capability to support an Automated Migration path and the product versions were implemented with substantially differing storage and report definition formats. These product deficits lead to the need for our client to maintain separate Ad Hoc reporting client bases in delivering value added customer functionality.

It was estimated that any manual migration effort had the potential of expending up to 10,000 person hours of work. This estimate was based on a count of 6,000 reports distributed across 310 customers. It was recognized that both time and money could be saved if an automated solution could be found to perform the migration.

It was very important for our client to solve this problem in order to:

- Minimize risk by moving off of an unsupported vendor product platform
- Reduce support efforts of internal staff
- Rationalize existing systems used to feed data to the unsupported system
- Reduce overall cost in the support of a single platform

#### Solution

Echelon completed a time-boxed investigation to evaluate potential automation options, documenting the architectural differences between the two systems and evaluating both vendor and third party migration tools in order to provide an Automated Migration Strategy. A migration process was created along with a custom designed and developed Migration Utility that automatically converted existing CE8 reports to the new CE10 format while preserving both report content and report layout.

#### Results

The Migration Application allowed the client's Reporting Specialists to migrate all of a customer's reports with the click of a button. The original effort for the migration, which required the manual recreation of approximately 6,000 reports, was estimated as 1 year worth of work with the hiring of additional personnel. By utilizing the Migration Application developed by Echelon, this same effort was able to be completed in 2 months without the need for hiring additional staff.

The overall initiative was of significant success:

- Migration completed 1 month earlier than originally planned
- Only 44 of the 6,000 reports (0.73%) could not be migrated by the Utility
- Migration Application effectively used for 33 days, migrating an average of 182 reports per day