



Derby City Council is the local government authority for Derby, a city and unitary authority in the East Midlands region of England. The council has over 8,000 employees that serve Derby's 250,000 residents and businesses.

As with most public sector organizations, Derby City Council's journey to digital maturity is driven by budgetary pressures, compliance requirements and a need to extract more value from its existing technology investments, specifically Content Suite from Open Text Corporation.

Content Suite was originally brought in to Derby City Council as a business solution, rather than an IT solution. After about two years, and with only 10% penetration of the project internally, Derby City Council's Principal Information Software Support Officer, David Millitt, was tasked with increasing user adoption and Content Suite usage.

Millitt's six-month long search led him to Shinydrive from Shinydocs Corporation. "My reaction to seeing Shinydrive in action for the first time was open-mouth, jaw-dropped," says Millitt. "It had never occurred to me that we could allow people to use Content Suite without asking them to change their business process."

Shinydocs' solutions are designed with one key value in mind: changing how you manage your data, should not mean changing how your users work.

"We had invested so much in Content Suite and only had 10% penetration of the solution. It was not the product's fault, but it was meeting massive resistance because it typically requires a massive change to business processes," said Millitt.

Shinydrive ROI

After working with the Shinydocs team and implementing Shinydrive, Derby City Council doubled its use of Content Suite between April and May of 2015.

By June, its use of Content Suite increased nearly tenfold, skyrocketing from about 35,000 document requests per month to 300,000 document requests per month. The results reflect both an increase in the number of users utilizing the system, as well as an increase in the amount of content being managed by Content Suite.

Products:

- Content Suite
- Shinydrive

Challenge:

- Increase Content Suite usage and adoption

Solution:

- Retired SharePoint
- Eliminated shared drives
- Sunsetting proprietary document management solution

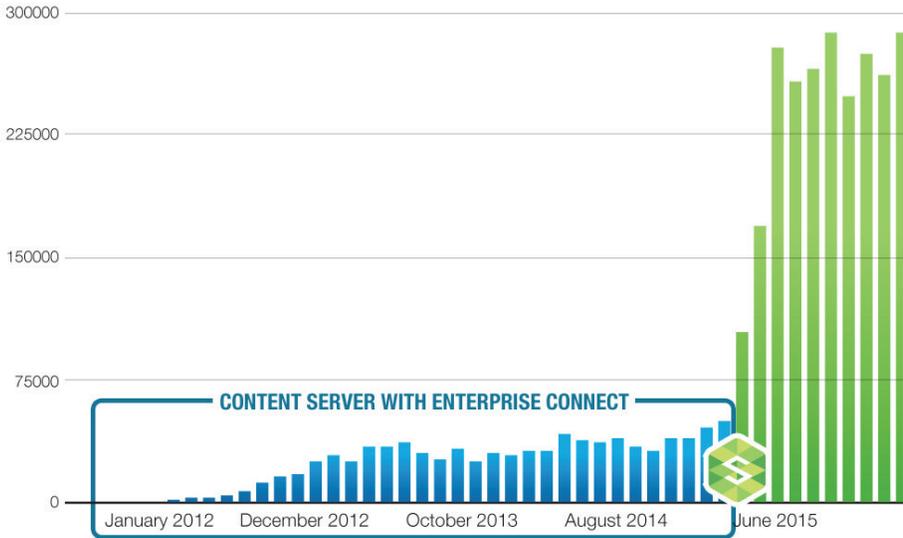
Benefits:

- Immediately achieved 100% user adoption
- Increased amount of content managed by Content Suite
- Improved usability of Content Suite
- Standardized organization on a single enterprise information management solution to simplify compliance
- Improved governance of case management information
- Eliminated costs associated with Content Suite training
- Boosted confidence that critical and confidential information is being managed securely
- Reduced IT and maintenance of competing data management solutions

Content Suite: Before and After Shinydocs

The following chart depicts Derby City Council's speed to value in boosting adoption and increasing Content Suite usage:

Derby City – Speed to Value



Prior to implementing Shinydrive and working with Shinydocs to seamlessly transition to a digital enterprise, Content Suite was being used by a mere 300 users—primarily as the delivery system for scanned mail. Those were the only users internally who were utilizing the Enterprise Information Management solution, out of a total of 3,500 purchased licenses.

Journey Toward Digital Maturity

Continuing its journey toward digital maturity, Shinydocs has performed several migrations for Derby City Council that have increased usage, adoption and knowledge of Content Suite as well.

Shinydrive has enabled Derby City Council to shut down shared drives using its user-led migration feature. By mapping the shared drives directly to Content Suite, everything a user touches will automatically and invisibly be migrated to Derby City's system of record.

With the help of Shinydocs Support, Derby City Council has performed two major migrations at a fraction of the cost of traditional professional services engagements. It has retired its SharePoint solution, as well as a proprietary document management system that was used by its Social Care teams to manage sensitive information about families and children's services. Maintaining data integrity and high standards for security, Shinydocs alleviated any fears Derby's Social Care teams had about protecting its critical and confidential data during the migration itself.



"Shinydrive is now enabling Derby City Council to extract the full value of Content Suite and to utilize the solution as they had originally planned – as a corporate information management system."

David Millitt
Principal Information
Software Support Officer