Department of Health & Social Care

Preservica

Case Study

Migrate. Decommission. Preserve.
A journey through a content management decommissioning project
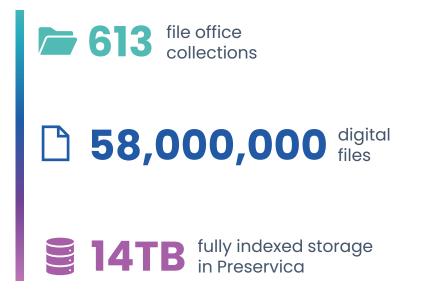
Overview

- This Central UK government department needed to extract data from costly legacy & unsupported Lotus Notes systems and retain the metadata
- These systems stored records across multiple databases impeding searchability as users could not search all the systems at once
- In total it equated to millions of email records dating from 1998-2013 which had to be retained until at least 2033 or forever
- These are needed for Freedom of Information Requests, Parliamentary Questions and demands from Public Inquiries
- It meant emails and attachments had to be kept together for context

Project outcomes

Continued compliance with mandates for public information requests

Major cost and risk savings by leveraging cloud technology

Easily find records with instant search and rendering

613 file office collections

58,000,000 digital files

14TB fully indexed storage in Preservica

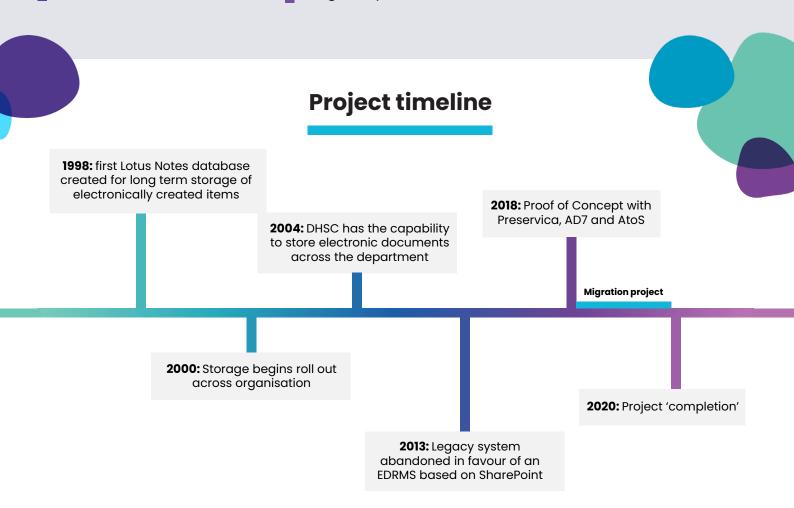Start now for FREE
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Project benefits

Single platform aligned to OAIS where records are consolidated

Ensure access over decades by migrating records to newer formats

Optimised search with customisable metadata schemas

Ensure all record information is preserved with metadata ingest

Find, read and use records independently of original systems

Guarantee authenticity of records with fixity checks and audit trails

Project timeline

1998: first Lotus Notes database created for long term storage of electronically created items

2004: DHSC has the capability to store electronic documents across the department

2018: Proof of Concept with Preservica, AD7 and AtoS

Migration project

2000: Storage begins roll out across organisation

2020: Project 'completion'

2013: Legacy system abandoned in favour of an EDRMS based on SharePoint

Andrea Wignall, Records Management Lead Department of Health & Social Care

Andrea joined the Departmental Records Office at the Department of Health and Social Care in November 1998. Over the last 21 years she has gained experience in every aspect of information management for this diverse central government department.

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