



Case Study

# Large Government Department Fast-Tracks Migration for Millions of Mission-Critical Files

As this large government department prepared to migrate to a new intranet platform, it needed a rapid, reliable way to move nearly three million pieces of content. With Kofax RPA™, the department was able to automate manual migration work that would have taken months and complete it in hours—ensuring front-line teams had continuous access to the information they need to deliver potentially life-changing public services.

**3 Million**  
Pieces of Content Migrated

**800**  
Jobs Secured

**Rapid**  
Access to Content Boosts  
Service Agility

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### Meet the Organization

This story is about a Kofax RPA implementation within a major European government department.

### Products in Use

Kofax RPA™

### Focus

Robotic Process Automation (RPA),  
Data Migration

**“It would have been impossible for us to complete a project of this scale and complexity without Kofax RPA.”**

**Spokesperson, large government department**

“We could only migrate content from our existing intranet while the platform was offline, so we needed to complete the process as quickly as possible,” said the spokesperson. “If staff were unable to access key documentation for even a few days, it would massively impact their ability to serve citizens. This meant that performing the migration manually was not an option, as it would take weeks and months for us to move over content—downtime that we simply couldn’t afford.”

## Challenge

Government services impact every citizen at some point in their lives—whether it’s helping jobseekers find work, delivering health insurance, or operating public infrastructure.

To deliver its services effectively and provide responsive support to citizens, employees at this large government department refer to vast amounts of information on a day-to-day basis, all stored on the organization’s intranet.

A spokesperson for the department explained: “Our intranet houses between two and three million pieces of content, from technical guidance and official statistics to policies and newsletters. This is mission-critical content for our front-line staff, as they rely on it to make decisions that can be potentially life-changing for citizens. For this reason, it is absolutely vital that we keep the intranet up-and-running around the clock. In fact, we maintain a 99.9% availability target for the platform, so that teams can always access the information they need.”

The department’s existing intranet platform had been in place for some 20 years, and was beginning to show its age. Recognizing that it was time for an upgrade, the department decided to make the move to a more modern application—but finding a fast and reliable way to migrate its mountains of content posed a considerable challenge.

## Solution

The large government department launched the search for an automation tool that could help it to deliver a successful migration. After an extensive evaluation process, the organization determined that Kofax RPA offered the best fit for its needs.

The spokesperson recalled: “We looked at three solutions, performing demos of the migration with each of them, and Kofax RPA delivered the best results by far. Kofax RPA was able to deal with all the content types and file systems we had in place, and provided all of the capabilities our developers required without being overly complex.”

Using Kofax RPA, the government department built six software robots to automate separate parts of the data migration process.

The first robot extracts data from the source intranet platform to a database, then prepares a report that details the content it has exported. The IT team shares this report with the relevant business users, asking them to confirm what data they want to migrate.

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Once it receives a response, the team uses another two robots to inventory and gather the necessary content. A fourth robot takes this content and converts it to JSON format, ready for uploading to the target intranet. A fifth robot extracts the native files from the source intranet—such as image files, PDFs and text documents—and uploads them separately to the target intranet. Finally, the department uses another robot for handling URL redirects, finding any links that point to the old intranet and re-directing them to the corresponding location on the new platform.

“We have been very impressed by how easy it is to use Kofax RPA,” noted the spokesperson. “I was able to get up-and-running with the solution after just a few hours of shadowing a colleague as he worked with Kofax RPA. And the rest of our development team picked it up after a day of training. Kofax RPA has a very intuitive and user-friendly interface, and once you’ve gotten used to how the software works, you can start exploring more advanced functionality very quickly.

“Another great thing about Kofax RPA is that it gives us a straightforward way to perform tasks that would otherwise be very complicated to handle manually. We just have to program the robots and they do everything else themselves; for instance, we can schedule a robot to run overnight and when we come into work in the morning there’s a report waiting for us with all the results.”

Initially, the government department had planned to make a gradual move to a new intranet. However, when unexpected circumstances suddenly shifted the priorities of the project, the organization was able to take the change in its stride thanks to Kofax RPA.

The spokesperson explained: “Our infrastructure provider patched some of the servers supporting our existing intranet platform, and afterwards we found that our intranet publishing team was unable to post any new content to the platform. This was a serious issue as guidance and policies change all the time and we need to ensure that our front-line staff are working with current information, as it can impact the decisions they make which directly affect citizens.

**“Thanks to Kofax RPA, we were able to take a situation that could have cost individuals their jobs and impacted our ability to serve citizens, and instead turn it into a success.”**

### Spokesperson, large government department

“All of a sudden, we were faced with a situation where 800 intranet publishers were unable to do any work. If we couldn’t find a way to get content moved over to the new intranet and have the publishing team start working on the new platform, then all those people would be out of a job, as the organization couldn’t justify employing staff who had no work to do.”

The spokesperson continued: “Luckily, Kofax RPA was there to help us save the day. We ramped up our testing work, tweaked the robots a bit and we were ready to start the migration in earnest. We started with core content: guidance, policies, the intranet homepage, and news sections—essentially anything that is linked to our front-line activity. We established 45 different groups of core content, covering different functional areas, and migrated them one by one.

“The first core content group we migrated comprised 15,000 pieces of content. We set the robots to work and within two hours everything had been moved to the new intranet platform. It went off without a hitch, and that’s the moment we knew that we were going to be able to get the entire migration completed successfully.”

Over the following days, the government department continued to migrate its core content to the target platform. The publishing team was enlisted to help with quality assurance checks for processes and content on the new intranet, and was quickly able to resume work on making updates to published content on the intranet.

The department expects to have migrated all of its core content areas within a year, with non-core information, such as internal team sites and correspondence, to follow in the coming months.

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"Thanks to Kofax RPA, we were able to take a situation that could have cost individuals their jobs and impacted our ability to serve citizens, and instead turn it into a success," stated the spokesperson. "We saved 800 people from being out of work, and in the process created new roles for them. At the same time, we set up a brand new community for publishers on the intranet, and their help with quality assurance has allowed us to achieve a very smooth transition to the new intranet. Being able to kick off the migration so quickly and seamlessly gave us huge momentum, and our success has generated great buy-in for Kofax RPA across the organization."

## Results

By harnessing Kofax technology, the department was able to complete a mammoth migration in a remarkably fast and efficient way.

The spokesperson confirmed: "It would have been impossible for us to complete a project of this scale and complexity without Kofax RPA. The software has enabled us to migrate millions of pieces of content very quickly and cost-effectively; it has definitely saved us a considerable amount of time and money, which is a huge plus for a government organization like ourselves.

"To give an example, we've just migrated around 18,000 files for our finance area. If we were to move all of those items manually, it would take at least two to three weeks. With Kofax RPA, we migrated all 18,000 files in just 19 hours. Plus, as Kofax RPA handles everything automatically, it means that our team is free to focus on other activities, helping us get through more work in less time."

Crucially, the government department has delivered this transformation with minimal impact on end-users, enabling teams to continue carrying out their day-to-day work without disruption. What's more, moving to a modern intranet platform has enabled the department to take advantage of enhanced performance and functionality—making it easier for staff to access the resources they need to work effectively.

**"With the ability to access key content quickly and easily, our staff on the front lines can make well-informed decisions and deliver a fast response when citizens get in touch, helping us to shape more effective public services."**

**Spokesperson, large government department**

The spokesperson concluded: "The transition to the new intranet has been pretty seamless for our business users—and much of the credit for that goes to how quickly and comprehensively we were able to migrate our data using Kofax RPA.

"Upgrading to a modern intranet platform has enabled us to boost efficiency, reduce risk and deliver a better user experience. We've introduced new capabilities that make it easier than ever for our people to access and share information. For example, the intranet landing page displays tailored content based on an individual's job area, enabling them to stay on top of information that is most relevant to them. With the ability to access key content quickly and easily, our staff on the front lines can make well-informed decisions and deliver a fast response when citizens get in touch, helping us to shape more effective public services."

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