

eRoom Upgrade: Delivering Enterprise Collaboration

eRoom V7 was first released in mid 2003 and represented a significant step forward in the provision of enterprise collaboration services. Building on the market leading functionality of eRoom a number of significant new features were introduced into the product, such as:-

- **New enterprise architecture**
- **Collaborative project and program management**
- **Unified end user access and searching**
- **Enhanced usage reporting capabilities**



Many eRoom users have already upgraded to eRoom V7 and support for V6.03 and V6.04 of eRoom was discontinued at the end of 2004.

As an existing eRoom user, with a current maintenance contract, you are entitled to upgrade to the latest version of eRoom V7 with no additional software costs.

Chapter26 has already provided upgrade services to many eRoom users. These services have ranged from simple V6 to V7 migration to upgrades that also include full eRoom architecture reorganization.

Our Packaged Solution approach to the eRoom V6 to V7 upgrade means that you can engage Chapter26 to simply plan your upgrade and provide guidance or to execute a fully managed upgrade.

Business Benefits

Upgrading to eRoom V7 delivers a number of real business benefits:-

- **Continuation of eRoom product support** – eRoom is a stable and reliable collaboration platform. However in the event that something does go wrong you need to be on a version of the product supported by EMC in order to call upon the support services provided by your maintenance contract.
- **Enterprise architecture** – eRoom V7 introduces a federated server infrastructure designed to support hundreds of thousands of users, delivers low administrative costs and easy site management through a centralized administrative model. Importantly V7 also introduces support for Windows 2003 for the first time.
- **Collaborative project and program management** – This new feature enables efficient and predictable project execution with a structured project-planning tool. eRoom V7 provides web-based project scheduling and Gantt charts for visibility into task and milestone relationships and dependencies, and supports custom program- and executive-level dashboard views for managing large project portfolios
- **Unified end-user access and searching** – New features include personalized site access “My eRooms” page with single sign-on authentication and accessibility from any workstation and expanded site-wide search and navigation capabilities that extend across team environments without searching multiple repositories
- **Enhanced usage reporting capabilities** – eRoom V7 introduces a completely new mechanism for tracking member usage and eRoom usage. These reports enable the efficient allocation of eRoom licenses and the timely removal or archiving of eRooms that are no longer used.

Components

The eRoom V6 to V7 upgrade iSolution can be constructed from some, or all, of the following components:-

1. Review of upgrade goals
2. Audit of existing eRoom environment
3. Preparation of detailed upgrade plan
4. eRoom V6 to V7 upgrade
5. eRoom V7 education, for administrators or end users
6. Post upgrade recoverability testing
7. Plan to maximize eRoom V7 benefits

eRoom Upgrade: Delivering Enterprise Collaboration

Choose Your Own Upgrade Components

The Chapter26 eRoom upgrade iSolution has been designed to maximize flexibility. Each of the above components build upon each other adding value, but also able producing a deliverable that could be implemented by your own organization if required.

If you have existing IT support skills then you may only wish to engage Chapter26 to produce a detailed upgrade plan that can be followed by your own resource. Alternatively you can engage Chapter26 to perform the full eRoom V6 to V7 upgrade including the following:-

- **Post upgrade recoverability testing** – Typically many eRoom users choose the upgrade point to also make changes to their exiting eRoom environments. This could include combining multiple eRoom V6 servers into a single eRoom V7 site, moving from eRoom Standard to eRoom Advanced or redistributing the eRoom components. Any of these significant changes will impact the backup and recoverability processes and in this case Chapter26 would recommend performing a post upgrade recoverability test to prove these are working as expected.
- **Plan to maximize eRoom V7 benefits** – An upgrade can also be the ideal time to reappraise your usage of eRoom. V7 introduces a number of new “architectural” features such as the Community concept. The upgrade can also be an ideal time to integrate your eRoom environment with your directory services or indeed to your Documentum content repository.



Chapter26 would also recommend reviewing your existing eRoom skills internally. The people administering your existing eRoom V6 environment will almost certainly require some refreshment of their knowledge and an introduction to the new features, end users may benefit also.

Contact Chapter26

Chapter26 has delivered significant cost and efficiency benefits to major clients in the Finance, Manufacturing, Utilities & Pharmaceutical sectors. We are confident that we can bring similar benefits to your organisation and would welcome the opportunity for an early discussion.

For more information on an eRoom upgrade and other business solutions please contact:

Mark.ward@chapter26.com