World’s Largest Crop Nutrition Company Uses OpenText to Feed its ECM System

The Mosaic Company consolidates content repositories with OpenText Integration Center

The Mosaic Company is the world’s leading producer and marketer of concentrated phosphate and potash, two of the primary ingredients required for crop nutrition. Mosaic engages in all phases of crop nutrition development, from the mining of resources to the production of crop nutrients, feed, and industrial products for wholesalers, retail dealers, and individual growers in more than 40 countries. Headquartered in Minnesota, Mosaic employs approximately 7,400 people in eight countries.

Merger results in duplication of systems

The Mosaic Company was launched in 2004—the result of a merger of the crop nutrition division of Cargill™ and its competitor, IMC Global. With the combination of two businesses came the duplication of business applications and data. “We had two Enterprise Resource Planning (ERP) systems, we had two content management systems, two project management systems—and so we had to find a solution to deal with that,” explains Alan Chastain, Manager, Global Content and Web Services at Mosaic.

In a Request For Proposal (RFP) process for an Enterprise Content Management (ECM) system, Mosaic assessed solutions from several ECM vendors, including OpenText. Most important to Mosaic in the decision-making process was superior SAP® integration, as well as scalability. OpenText was the clear winner, “The usability, the integration, and the scalability are really what wins it for the product,” states Chastain.

With the technology platform chosen, the team then had to decide how to move the data from a legacy content management system to the new OpenText system. At the same time, they also needed to begin separating systems and data from Cargill. Chastain explains, “We looked at a huge project called Cargill Separation. And we literally went application by application and decided which ones should move into

CUSTOMER
The Mosaic Company

INDUSTRY
Agriculture

CHALLENGES
- Merger of businesses leads to duplication of systems and data
- Need for centralized data and content on a new ECM platform
- Regulatory and business requirements demand a ‘single source of the truth’

SOLUTIONS
- OpenText Integration Center
- OpenText Content Server

BENEFITS
- Centralized content increases business efficiency and enhances decision-making
- Automatically applied rules to content improves compliance and mitigates risk
- Cost savings achieved through decommissioning of legacy systems
SUCCESS STORY

Mosaic

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ALAN CHASTAIN
MANAGER, GLOBAL CONTENT AND WEB SERVICES
THE MOSAIC COMPANY

what are now production systems, which ones should be decommissioned and archived for records only, and which ones were qualifying for record retention.”

An end-to-end content migration solution

To enable the migration of all this information into the OpenText Content Server content management platform, Mosaic selected OpenText Integration Center, a content middleware platform that enables the integration and migration of data and content from ECM repositories, ERP, and Customer Relationship Management (CRM) applications.

The Integration Center content middleware platform minimizes the challenges of content integration and migration by leveraging traditional data integration concepts and applying content-centric capabilities. Integration Center enables the bidirectional flow and manipulation of corporate content assets across systems and environments, enabling organizations to execute on a comprehensive information strategy.

Chastain cites the ability to import and manipulate content with Content Server as a key reason for choosing Integration Center; “We recognized that there would be a savings on effort by using a product that was already pretty well integrated.” In addition, they saw value in the solid, out-of-the-box functionality Integration Center offered. By using Integration Center to feed Content Server, Mosaic is able to migrate data from duplicate systems, legacy ECM systems, and shared drives.

Saving time and money while reducing risk

With its content centralized, Mosaic increases efficiency and enhances decision-making, enabling employees to easily find content that might otherwise have been inaccessible or time-consuming to locate. In addition to improved efficiency and time-savings, the migration allows Mosaic to realize significant cost-savings by decommissioning old systems. Maintaining older systems can be expensive—not only due to vendor maintenance fees, but such systems often require specific programming skills that can be difficult to obtain and retain.

By partnering Integration Center with Content Server, Mosaic can also minimize its effort to meet compliance and discovery rules by migrating content to a central application. Chastain observes that “The real ROI on the project is around risk mitigation.” Further, Mosaic now archives email to a separate Content Server system, generating significant savings over previous processes that involved taking massive backup Exchange files and shipping them to external parties for subpoena and litigation. “That’s one area where I probably saved the Legal department a lot of money,” comments Chastain.

A measured approach to content migration

The process of migrating content between ECM systems is complex and time-consuming. No two ECM systems or repositories represent information in the same way. Ensuring correct mapping of metadata attributes and maintenance of audit information is complex and requires upfront planning. Chastain comments, “You need to really take a long view of all the moving pieces, because you’re talking core information that every other application probably deals with and most of your business processes probably hit.”

Integration Center supports a complete, 360-degree view of the relevant information across the enterprise, ensuring that all business-critical decisions are based on current and complete information, regardless of its location or format, for the purposes of business intelligence, governance, and process optimization.

Integration Center in action

As Mosaic deploys Content Server to each of its locations around the world, Integration Center plays several critical roles. First, the
Mosaic team worked with the OpenText Services group to come up with a global model of metadata and record retention, which drives the folder structure. Chastain specifies, “At some level in the folder structure, everything in a folder has the same schedule. And it gets applied at the folder level. So when we create that template, it already has record retention applied to it and that gets inherited down to any documents that we add.” Integration Center creates the desired folder structure, “along with their settings for security groups and their record retention settings,” explains Chastain.

The second major role for Integration Center is to migrate shared drive content to Content Server. At each Mosaic location, the team runs a scan of shared drives and loads every single file into a spreadsheet with names, dates, owners, security groups, record retention codes, and inheritable global attributes. Users are then asked to review the spreadsheet to help sort through and classify the documents. Using that review file, Integration Center pulls the actual content item off the source shared drive and migrates the content into Content Server with the correct security, inheritable metadata, and record retention definition.

A similar effort takes place for those sites that are using an older legacy content management system. Users are asked to review a spreadsheet of all their files from the legacy system and set the values accordingly. Integration Center is then used to manage the migration of the content.

The team plans on using Integration Center to perform these tasks in 37 physical offices or functional areas worldwide over the next 19 months, an estimated 15 terabytes of data in total. Chastain observes, “Our Belle Plaine site alone had 3.1 million files on their shared drive.”

Integration Center and OpenText—essential elements in the ECM mosaic

Chastain sums up the role of Integration Center in Mosaic’s Content Server rollout and its value in the future: “Integration Center is an integral part of our adoption strategy for Content Server as a whole. I do see a life for Integration Center beyond that. We certainly will have applications that hit their lifespan, and we will decommission them. And record retention or legal hold requirements will probably have us archiving application data in the future.”

As a company, Mosaic sees OpenText as a strategic partner whose similar approach and views have led to continued successful experiences. “We really identify with a strategically balanced, holistic view around content management,” concludes Chastain.

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