XWIKI
YOUR INFORMATION ORGANIZED
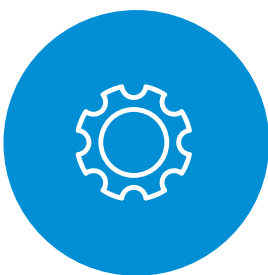
Lenovo

BUSINESS CASE

CUSTOMER SUCCESS STORY

www.xwiki.com

LENOVO

Lenovo is one of the world's leading technology companies, producing innovative PCs, servers and mobile internet devices. With more than 63,000 employees, it serves customers in more than 180 markets and operates 46 world-class labs. The Lenovo Infrastructure Solutions Group (ISG) is the server side of Lenovo and has established itself as the world's leading provider of Supercomputers, according to Top500.org. They also hold the top spot in terms of reliability for x86 systems and are a leader in performance benchmarks.

Through industry leading technology and global HPC (High Performance Computing), ISG seeks to drive forward breakthroughs in computing systems and make it possible to overcome obstacles in simulation. Their solutions help customers of all sizes build a smarter way forward with analytics and AI by accelerating and optimizing their data, delivering faster, more cost-efficient insights, and improving AI-based decision making. The efficiency and innovation provided have been highlighted through the ISC Vendor Showdown and via multiple HPCWire Awards.

Sector

Technology and
Data Services

Requirements

A scalable tool to
migrate information

Solution

Knowledge
Base

1 THE PROBLEM

✏ Context

The Lenovo team was searching for a tool to migrate and accommodate the contents of their technical support community and knowledge base. We were aware from day one that it wouldn't be an easy project, mainly because of the short time frame for the implementation, and complex needs. After pitching our solution against other candidates, we were awarded the project and started working. From signing the contract to production day we had around two months and a half.

One of the important factors that contributed to XWiki being chosen was our team demonstrating the ability to migrate the data from Lenovo's team instance to XWiki, through a quick proof of concept. Together with the Lenovo team, we had very efficient meetings that led to the timely implementation of the project.

✏ Needs

The Lenovo team needed a scalable solution to migrate all of its existing information from HCL Connections Cloud in the span of three months. The platform thus had to be able to :

• handle a large amount of users at once (around 7,000)

• handle a large amount of documents, with tools allowing to search and find the information easily (around 7,000 pages)

• have a right scheme that would allow administrators to easily set who has access to which resource in the wiki

• be extensible, in order to evolve for future usage

THE SOLUTION

2

Lenovo chose to use XWiki 11.10.10 On-Premise (on their server), via Docker. The estimation for the migration was of 35 days, but our team managed to finish it in 29 days, keeping all the documents content, attachment, history, and comments. For this project, we have introduced 5 innovations, namely custom field authentification, reversed comments order, ratings, unique identifiers, and an external platform import.
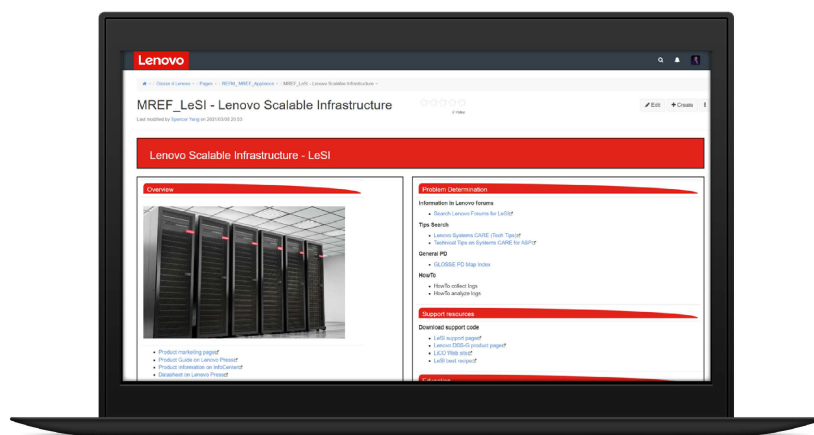
> *At the time XWiki was engaged, Lenovo was faced with a large migration project and a very short timeline. The XWiki team immediately made time for an exploratory call to gain an understanding of the project at hand. XWiki then developed a project plan and time-line, explained what would be required to be successful, and quickly provided a demo of their capabilities to give us the confidence that they could deliver a successful migration. Failure was not an option as there was a decade worth of group sourced data and a hosting platform that was being sunset.*
>
> *- Will Snotherly, Product Manager, Lenovo*

All the pages, 6725 on the main wiki, were imported including their history (10 latest authors), likes (were converted into ratings provided by our Rating module), and files attached. The order of the comments that were ordered chronologically was reversed. The existing "communities" (independent documentation spaces in HCL Connections) were transferred to sub-wikis in XWiki and we provided integration with 3rd party analytics platforms (Piwik Matomo and Adobe Analytics) for a better overview of the pageviews.

For the 7000 users imported, we simplified the login process with a custom extension. They can now log in with the email address and not a username that can be easily forgotten. At the same time, all their existing rights on the pages were kept, and passwords reset. As one of their main needs was to be compliant with data privacy regulations, such as GDPR, the users' data is stored as unique identifiers.

> *Throughout the entire process, the XWiki team has delivered at every checkpoint and regularly exceeded expectations. Clement, our dedicated Account & Project Manager, has been not only an exceptional technical resource but also a friendly, helpful source of insight and experience regarding the strategy of our utilization of the XWiki platform. The relationship with XWiki has been not only productive, but organic from day one. Our team has no hesitation whatsoever in recommending XWiki SAS.*
>
> *- Will Snotherly, Product Manager, Lenovo*

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3 THE RESULTS

7000
Pages imported
Keeping documents content, attachments, history, comments

3
Months
To deliver the project, from the beginning to its mplementation

7000
Users imported
Along with their rights successfully maintained

> *For me, the Lenovo project was one of the most challenging, and rewarding, I've had so far. Given the technical specifications, the time and resources constraints, I'm proud to say we've implemented a great custom solution for an awesome client, in record time.*
>
> *- Clément Aubin, Account & Project Manager in charge of Lenovo*

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ABOUT XWIKI SAS

XWiki SAS is the company that provides solutions and services on top of the **100% OPEN SOURCE XWIKI PROJECT**.

With **15 YEARS OF EXPERIENCE** on the professional collaborative solutions market and more than **30 000 DOWNLOADS PER MONTH**, XWiki SAS has developed over **500 PROJECTS** all over the world.

A skilled team works with you on your project from start to finish, trains both your technical & business users and provides you with hosting & technical support services.

THEY TRUST US

"[...] We selected XWiki for its latest documentation features, its capacity to handle millions of pages, it's capabilities to build custom modifications and its thriving developer community."
 - Engineering manager, **Amazon**

"Thanks to XWiki we have moved from a complex and hard to follow process to manage the Guidelines documents to a controlled online environment allowing to reduce the time spent and increase the quality of the documents provided to each country."
 - Marc Noujaim - Senior IT Project Manager, **SCOR**

"Thanks to XWiki, our clients benefit from an up-to-date documentation of our products, everywhere in the world."
 - Philippe Franck - Product Director, **EasyVista**

"Said it before, XWiki is awesome & so is the support."
- Patrick Masson - General Manager, **Open Source Initiative**

OUR SERVICES

CONSULTING

DATA IMPORTS

DEVELOPMENT

HOSTING

SUPPORT

TRAINING

XWIKI

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