

ProcessFlows Transfer Data from eCabinet at Le Crossing (Dartford Tunnel Management)

The Customer:

Le Crossing Company Limited was responsible for the Dartford Crossing traffic management systems and the pre-payment Dart Tag scheme. The Dartford Crossing carries the M25 motorway traffic across the River Thames between Dartford in Kent and Thurrock in Essex.

Up until September 2009, Le Crossing was managed jointly by a private sector consortium comprising Cofiroute, Ringway and Jacobs Babtie. It is now managed by Connect Plus (M25) Limited (comprising of Balfour Beatty, Skanska, Atkins and Egis Road Operation UK). It is an impressive operation – all geared to ensuring the safe and efficient flow of traffic through the Dartford Crossing – which comprises of two tunnels and the Queen Elizabeth II Bridge. The total volume of crossing traffic exceeds 50 million vehicles annually.

The Challenges:

The Highways Agency made the decision to centralise the management, operations, future financing and design and building (an additional 63 miles of carriageway is planned) for the whole of the M25. Connect Plus (M25) Limited was awarded the £6.2 billion, 30 year contract – making them responsible for Le Crossing and other disparate operational sites along the 250 mile motorway.

Connect Plus plan to centralise all data from the eight disparate operational sites along the M25, which includes all data held by the Dartford Crossing operations, into SharePoint. From SharePoint data can then be migrated to ConnectPlus' preferred document management system.

Le Crossing used Ricoh's eCabinet to manage all documents. eCabinet is a network office appliance that automatically captures documents from a variety of sources - email, fax, printouts and paper documents - and stores and retrieves them. Captured documents are then held in an external storage device.

Jorge Maximo, IT Manager at Le Crossing was faced with the challenge of exporting the data held within eCabinet. *"eCabinet is a dead document management solution as there is no longer any support available from Ricoh"* said Jorge. However, the system has been retained for look-up.

It was even more of a challenge because the data was also corrupted – image files (scanned files) and metadata had become separated - so documents could not be opened/viewed and made sense of. An extensive Google search to find a supplier who was able to extract and convert the data was not fruitful and time was running out. Jorge eventually spoke to ProcessFlows with just two weeks to go to his deadline.

The Solution:

Using OpenText Alchemy and the Alchemy DataGrabber Module as a 'convertor tool', ProcessFlows were able to extract and capture at source the corrupted image files and the metadata created by eCabinet. The files were then recombined and imported directly into the Alchemy data repository so



they could once again be opened, viewed and understood.

Before transforming the data, Accounts data and Dart Tag data held within eCabinet was separated - as it had to go to different destinations. All accounts data would be held by Le Crossing residual. All Dart Tag operational data would be managed by Connect Plus. Custom report templates were created within DataGrabber Module so the data source could be easily identified – Accounts or Dart Tag.

The Benefits:

"What ProcessFlows achieved in such a short time frame was fantastic" said Jorge Maximo. "We met our deadline and are now in a position to seamlessly transfer the data from SharePoint to ConnectPlus' content management system."

eCabinet is a dead and unsupported document management solution. Business users are therefore looking to transfer their data to a supported document management platform. It is something that Le Crossing would have needed to address in the near future and it ended up being done in just 2 weeks.