

Access

# Consolidating Disparate Databases into a Single, Unified System of Record



## The Challenge

The City of Detroit's Department of Innovation and Technology (DoIT) was struggling with the operational and compliance risks caused by outdated, siloed systems.

The discrete systems housed over 4 million records that were generated over a 20 year period, and were in inconsistent formats such as PDFs, Word documents, and image files. This fragmentation slowed decision-making, complicated reporting, and made it harder for users to find reliable information. At the same time, maintaining disconnected systems increased audit risk, drove up costs, and required specialized expertise to manage.

To address this challenge, DoIT set out to decommission 11 legacy systems (8 supporting HR and Payroll and 3 supporting Finance) while preserving decades of Enterprise Resource Planning (ERP) data.

## The Solution

Access was honored to be selected for its deep expertise in records archival and its ability to consolidate complex legacy environments into a single, easy to use platform. Through a phased approach, Access extracted, validated, and migrated data into the Access Unify® cloud platform—creating a single source of truth for historical ERP data.

Within the platform, users gained OCR-enabled search across consolidated records, access to custom business intelligence (BI) reporting, and secure, role-based access via SSO.

From the outset, Access worked closely with DoIT to ensure a smooth, well-coordinated transition. Users were trained to seamlessly navigate the new system, accelerating adoption and maximizing the value of consolidation.

## About DoIT

The City of Detroit's Department of Innovation and Technology (DoIT) is the central IT agency delivering technology strategy, cybersecurity, data management solutions, and digital infrastructure to city departments to enhance public services and operational efficiency.

## The Results

Through this partnership, the City of Detroit simplified its data environment. Historical HR, Payroll, and Finance records that were once dispersed across disconnected systems are now unified within a centralized, searchable, and secure platform.

The result is faster, more reliable access to information, improved compliance and audit readiness, and a reduced operational burden from legacy technologies, positioning DoIT for more streamlined and cost-effective operations moving forward.

## About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.