Information Brief

Project Talk Series
KGS ContentServer4Storage Implementation

By Jochen Hager, Managing Partner

Project Talk is a technology series, exploring business drivers and motivation behind the implementation of a selection of featured software solutions. This document explores the business reasons behind the recent implementation of KGS ContentServer4Storage at a major chemical industry client. The implementation allowed the company to substantially reduce maintenance cost and consolidate archiving infrastructure in the Azure Cloud, in preparation for an S/4Hana implementation.

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Over the last couple of years, we have engaged in a number of live discussions and conducted several video interviews in various trade show settings. This document is a summary of these events. The specific format of a personal interview has been chosen to frame the discussions in a lively manner.

Dave: Good morning. My name is Dave*. Welcome to our first Project Talk session. Project Talk was created to bring first hand information on SolutionXchg project implementations and the various use cases we encounter in the field to our SolutionXchg customer and prospect base. Our guest today is Jochen Hager, Managing Partner with SolutionXchg.

Dave: Jochen, you have worked with quite a few clients over the years.

Jochen: That is correct. I have started my career as a software developer and moved into consulting in the early days of SAP Content Management. I consulted directly with many clients in Europe and in the US and headed up a team of 30 implementation consultants in the US.

Dave: Tell us a little about a recent implementation you accompanied.

Jochen: Sure. I worked with a major chemical manufacturer to design and implement a solution to sunset their existing and very expensive OpenText Documentum-based SAP imaging and archiving solution with KGS ContentServer4Storage. The design significantly simplified the clients architecture and by bringing down the number of servers required to handle archiving requests from their various SAP systems from 8-10 down to 2 in a load-

balancing environment. In addition they made the move to the Cloud based file storage system hosted on Microsoft Azure to further modernize their environment. The project is currently in its production pilot and is on schedule for full implementation by the end of Q4 2018.

Dave: Very interesting! I would like to get your professional opinion on a few more topics: Why are more and more of your clients choosing KGS ContentServer4Storage?

Jochen: The KGS ContentServer4Storage is an extremely modern product, highly efficient and very cost effective choice for all archiving needs of SAP customers. With its intelligent and light weight architecture, it has eliminated the needs for an internal database, while being very flexible in supporting a variety of storage products, including the KGS Store with its highly efficient file storage mechanism.

Dave: How does that compare to other products in the market?

Jochen: Many customers have purchased expensive Enterprise Content Managements systems during the ECM hype in the 90s that came with high annual maintenance payments. These systems have proven to be mostly oversize and overly complicated in their on-going support for the business user community. They require premium service dollars for any configuration changes or upgrades. KGS has chosen a more modern approach: instead of creating a one-product-for-all-needs approach, were each needs is so-so served, KGS chose to build highly specialized products for just one purpose: SAP Document and Data Archiving – and

*fictitious name chosen for this interview

therefore KGS Solutions are some of the best in the market in terms of speed, features and manageability.

Dave: What are the most common reasons for SAP customer to switch archiving systems?

Jochen: At the end of the day it comes down to having at least 3 major pain points with their current solution. Most customers list (A) high annual maintenance cost, (B) complex infrastructure, and (C) required extensive administrative know-how. But that is not enough to prompt companies to make a switch. In most cases an additional external event is an important driver, for example a merger, a divesture, an outsourcing initiative or a goal to consolidate their internal IT architecture on-premise or in the cloud. As with all IT initiatives, the business case drives change. An external event creates a business case that gets management attention. Without that many projects just stay wishful thinking and never get implemented.

Dave: What advice can you give customers to control the cost for a system consolidation or replacement?

Jochen: A simple prototype can confirm the capabilities of the solution and verify migration speed and time, which is the greatest cost factor. Time translates into work hours and that's where the majority of the cost is. Savings in maintenance payments and reduced hardware cost alone makes the project pay for itself typically by the second year, while being cost neutral in the first year.

Dave: What other benefits can we claim for our business case?

Jochen: Many customers are getting ready for SAP S/4Hana. SAP Hana's price structure is based on the size of the in-memory database. Implementing an archiving solution that allows you to reduce your database size with data archiving and relocation of documents from the SAP database to an external archive is the biggest cost reduction you can apply before you start on your Hana journey.

Dave: How long will a system consolidation or replacement take?

Jochen: A lot of work should go into proper planning and testing of use cases ahead of time. As long as you have all your relevant use cases documented and supported by testing scripts, the switch will be a piece of cake. With the KGS Migration4ArchiveLink, the actual task of moving the documents turns out to be quite easy. An intuitive user interface allows you to upload batches of document ids for processing. The processing itself can be sped up and slowed down by increasing or decreasing the number of parallel work processes on the server. As a measuring stick: In a recent project, we were able to migrate 21 Million documents (4TB) in 8 weeks active migration time. And this with only minutes of downtime for the users, as the migration is totally transparent to them.
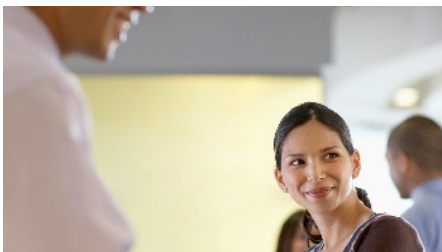
Dave: Many customers are concerned about their internal and regulatory audits. How is the process helping them?

Jochen: The KGS Migration4ArchiveLink tool is fully transaction oriented and database controlled. The tool can be stopped cold and will be able to restart at the exact position without losing a single document. And what is even better, it creates a full transcript of the migration process, logging the movements of every single document in the archive with the date and time it was migrated and the final status of the migration. Error checking allows dealing with any discrepancies during the process.

Dave: One last question, Jochen: Give us some advice on a statement we hear most often from our prospects: "Oh my god! We have no one to work on this! We would love to consolidate or simplify, but just do not have the time. There are too many fires to put out every day!" — What advice would you give a prospect in this situation?

Jochen: Involve the experts from SolutionXchg. This is what we do and what we excel on. We can deliver a turn-key implementation for you that takes place seamlessly in the background with absolutely no end user impact. The cut-over time will be less than 15 minutes and does not even have to be scheduled for an SAP maintenance window. We do all the work, you just come along for the ride.

Dave: Thanks Jochen! It was great to hear directly from one of our key experts from SolutionXchg on how KGS solutions can benefit SAP customers in the US and worldwide. This concludes our first Project Talk. We hope to see you at our next session in the near future. ■