



Case Study Multinational Consumer Goods Company Reduces Costs by More Than 75% with SAP-Certified Archival Solution Preparation - Migration - Documentation

By Jochen Hager

Committed to smart investments that increase operational effectiveness while containing costs, a globally recognized consumer goods company realized that if it could take the risk out of migrating to a new archival system, it could accrue hundreds of thousands of dollars per year in maintenance fee savings while gaining functionality. By engaging with the archival experts at solutionXchg, the company found that extremely low-risk solution and, following a remarkably smooth and successful migration, now archives financial information at fraction of the cost associated with its legacy system. In fact, the first-year maintenance fee savings alone paid for the investment.

Upgrade Modernizes Document Store While Eliminating High Maintenance Fees and Aging Hardware Costs Associated with Legacy System

With billions of dollars in annual sales and customers spanning every continent, the IT team for a globally recognized consumer goods company was faced with a dilemma. Following years of managing and storing business-critical documents using an IXOS/OpenText archival system, high annual maintenance fees and aging hardware were hampering cost containment efforts. Yet with more than 20 million documents and eight terabytes of financial data stored on its legacy system, transitioning to a new archival solution posed its own set of risks and project management challenges.

To manage these challenges, the IT team for the consumer goods company decided to reach out to subject matter experts at solutionXchg, a SAP-Certified solutions provider with a record of delivering highly successful, complex migration projects for companies of all sizes and industry types. Working with the IT team for

the consumer goods company, they implemented an archival solution from KGS Software that:

- Reduced maintenance fees by more than 75%, from \$400,000 to \$90,000 annually.
- Delivered a project payback of less than one year, funded through maintenance fee savings.
- Maintained 24 x 7 data availability throughout the migration process.
- Replaced an unnecessarily complex system architecture with a lean, VMware-based Web Services platform, slashing upgrade costs and providing flexibility for growth.
- Didn't require any alterations to existing document ID's, SAP link tables or SAP basis team involvement beyond a one-time IP address change.

"Like many other businesses, our legacy archive had been in place for more than a decade, which means that we were paying excessively high

maintenance fees based on an initial purchase price that, in today's terms, is hard to justify given the availability of

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Systems Engineer,
Transformation Project**

more modern and much less expensive alternatives," said Paul Petachi, IT Manager in charge of the upgrade project for the consumer goods company. ⇒

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Low-Risk Migration with 24 x 7 Data Availability

On any given day, the company’s document store is accessed by thousands of in-house users, customers and partners from around the world, making data availability during the migration process a high-priority management concern. Using KGS Software’s Migration4-ArchiveLink, a proven migration solution that provides complete access to archival data throughout the migration process, the IT team was able to address these concerns without resorting to expensive custom tools.

Supporting a wide variety of source and target archives, KGS’s proxy server-based solution enabled the project team to:

- Immediately transition to the new KGS archive while data migration continued in the background on a schedule set by the team.
- Provide 24 x 7 access to documents, regardless of whether data resided in the source (IXOS/OpenText) or target (KGS ContentServer4Storage) archive.

- Proceed without performance impacts on the company’s SAP production servers or end user operations during the migration process.
- Gain complete control over all aspects of the migration, from error and exception management to audit trails and notifications.
- Significantly reduce business disruption risks by eliminating the need for “hot cutover” events.

“With alternative solutions, you are always playing catch up as new documents continue to populate the legacy archive during migration operations, invariably requiring a high-stakes “hot cutover” weekend at some point in the process,” said Mr. Petachi. “Our hot cutover, if you could even call it that, lasted less than a minute and simply entailed pointing to the KGS proxy server through an address change in the system. This changeover marked the beginning of an efficient migration process that proceeded as planned and was completely transparent to the end user. It was the lowest stress upgrade that I’ve ever participated in and I’ve seen more than my fair share.”

Expertise Drives Success Exceeds Expectations

By engaging solutionXchg, the IT team was able to leverage years of expertise managing successful migrations for companies large and small, to deliver an on-time, on-budget project win for the company. Beginning with an evaluation

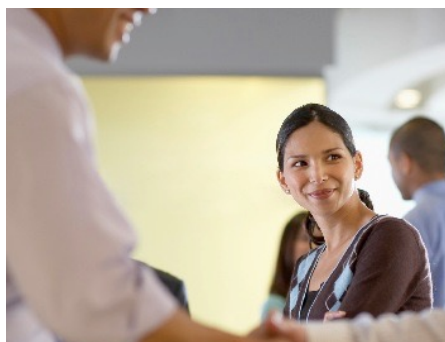
of the company’s existing legacy archive, the solutionXchg team thoroughly documented all the steps necessary to successfully complete the migration;

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evaluated, installed and configured the KGS archival solution; quickly and knowledgeably responded to inquiries; and, ensured that all phases of the project reached a timely and successful conclusion.

According to Mr. Petachi, “When it comes to migrating financial data, we are naturally risk adverse, given how central these documents are to our worldwide business operations. With solutionXchg, the migration process proceeded smoothly and without any of the issues you would normally expect for a project of this size and type. As a result, all of the stakeholders in this project were thrilled with the end result and, importantly, the dramatic cost savings.” ■



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SolutionXchg is a system integrator with a long-standing history on imaging

and archiving solutions, operating within the US and Canada, and providing installation and integration services for high class storage and archiving products. For more information, visit www.solutionxchg.com.

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