



## With iCAS, Hekatron is 100% safe

### Future-proof protection of critical business documents from engineering and accounting

#### ■ Industry:

Fire protection

#### ■ Background:

Hekatron had to replace its outdated long-term archiving solution, the Jukebox. As a storage medium, it was too slow, difficult to administer, and not flexibly scalable.

#### ■ Challenge:

A new solution which can integrate seamlessly into the existing IT infrastructure was searched. The solution should ideally support the company's virtual environment as well.

#### ■ Solution:

iTernity iCAS for audit-proof protection of data, HP StorageWorks 60 MSA, and ELOprofessional ifax.OPEN

*"iCAS is our worker in the background whom we can completely rely on. The system protects and stores data from the productive systems, but does not appear externally."*

Thomas Wagner, IT/Organization Employee at Hekatron



#### The success at a glance:

- iCAS' high performance eliminates the need for long-term archiving of backups
- All Hekatron's employees have quick access to documents saved in iCAS via ELOprofessional
- Minimal efforts for administration and maintenance of long-term archiving



### With iCAS, Hekatron is on the safe side

On average, around 700 to 1000 customer records are produced every day at Hekatron Vertriebs GmbH in Sulzburg: Orders, order confirmations, delivery slips, invoices and more accounting documents. These are generated by the ERP system ifax.OPEN. In addition, the sister company Hekatron Technik GmbH also receives hundreds of documents daily from the areas of development, production and sales, such as data sheets, documentations, photos, and CAD data.

*"13 years ago, we introduced an electronic document flow throughout the company to digitally map all business processes from development through production until distribution", explains Thomas Wagner, who is in charge of the documents management at Hekatron. "Since then, both companies' documents of any kind are also electronically archived."*

Interfaces from the ERP system and other systems for the document management system ELOprofessional were created for the workflow. The audit-proof archiving of the data took place

on a jukebox until 2010 – with different lengths of retention periods: As in any company, accounting documents must be retained for ten years. All technical documents are subject to a 15-year retention period due to product liability; calculated from the date a product was last delivered to customers.

*"Audit-proof archiving of technical documents is very important for us because we operate with our products in safety-related areas", explains Wagner.*

Hekatron is leading in the development, production and distribution of technological fire safety systems. The company has been protecting people and material assets from deadly fire hazards for 50 years with its innovative products. It has significantly influenced the development of fire protection technology in Europe as well.

### The Jukebox was too slow and too time-consuming to administer

*"At some point of time, the jukebox was too slow," recalls Wagner. For this reason, the data was then stored double: First, on the local hard disks for fast and direct access, and second, on the*

jukebox for audit-proof archiving. As employees wanted to access the archived documents on the Jukebox, it took about two to three minutes. It also took that long to change from one medium to another within the jukebox. *"The jukebox was not suitable for every day's data access at all. That's why we used them exclusively for audit-proof archiving,"* says Wagner.

In addition, it took a lot of efforts to administer the Jukebox. It occasionally led to system failures because the index file was corrupt. *"It was possible to rebuild the index, but that took half a day. For us in the IT this was quite annoying and time consuming in the long run. Especially since only two colleagues were responsible for the administration of the entire servers",* says Wagner.

In addition, new product orders increased sharply because of the introduction of a regulation concerning the obligation to install smoke detectors in many federal states.

According to Wagner, data growth in the company is currently doubling every two years: *"The volume of data in the archive does not increase to the same extent because particularly the files from the accounting department are easy to compress. But with the jukebox we would have quickly reached the limits."*

Therefore, the company was looking for a modern, flexible and easy-to-administer solution for audit-proof archiving and data protection.

One of the core IT requirements was: the solution must integrate as seamless as possible into the existing infrastructure, on the software side, especially

with the ERP system ifax.OPEN and the document management system ELOprofessional.

In terms of hardware, Hekatron relies on a consistent HP infrastructure consisting of HP ProLiant servers and the HP StorageWorks 60 Modular Smart Array storage solution. Because the company has virtualized around 85 percent of all applications in a complex environment with VMware, the new archiving solution should also run on a virtual machine.

*"Virtualization saves space in the server room and simplifies administration - even during backup and recovery processes. That's why we wanted the new archiving solution to run in the ESX environment,"* argues Wagner.

### No additional hardware necessary

A system house, with which Hekatron has been working together for a long time, recommended Hekatron the solution iCAS from iTernity. *"We followed this recommendation because iCAS met all requirements: High flexibility, easy scalability and seamless integration into our existing software and hardware infrastructure."*

Since iCAS has been installed, all customer-related documents will continue to be automatically stored in ELOprofessional via a gateway from the ERP system. The same happens with the documents from the areas of development, production and sales. But unlike in the past, the documents no longer need to be kept in two different systems - the production system and the long-term archive.

Rather, all documents are now automatically moved to iCAS due to the system's high performance, so that the staff can access them directly via ELOprofessional. As the response times are within seconds, the employees do not notice at all that the technology in the background has changed fundamentally.

### Reliable storage solution in the background

For the IT, the benefits were very quickly noticeable: *"By eliminating the proprietary jukebox hardware and the double data management, the administration has obviously become simpler,"* says Wagner.

*"With iCAS, I don't have to make much efforts with the archive anymore besides conducting occasional checks."* There have not been any problems since iCAS has been implemented few years ago.

*"iCAS is our worker in the background whom we can completely rely on. The system protects and stores the data from the productive system, but does not appear externally,"* compliments Wagner.

Problems with the threatening data loss which often occurred during the Jukebox times do not exist anymore now since the deployment of iCAS at Hekatron. iCAS writes the data redundantly on two storage systems located in separate buildings.

Thus, all data is kept highly available via iCAS. Besides, IT secures the data of the last four weeks as a backup. *"Today we have the requirement to save all se-*



*curity and tax-related documents in the long-term archive with iCAS."*

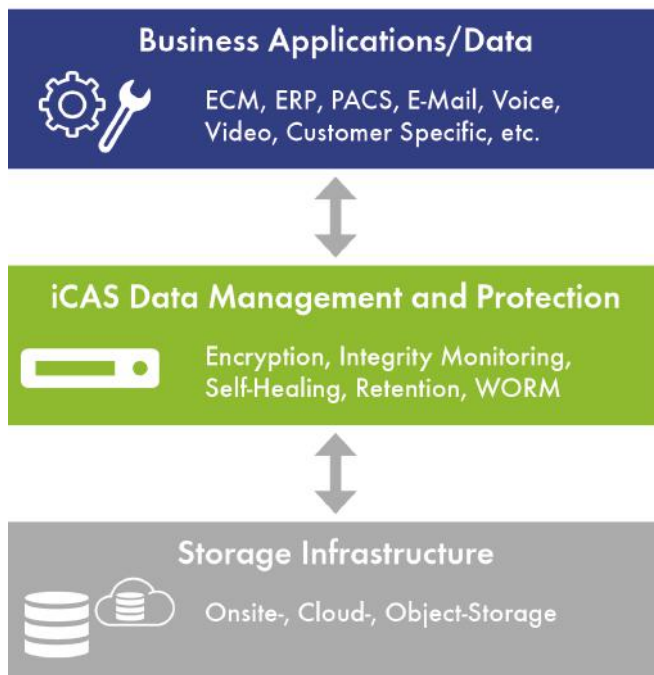
The auditors from Hekatron are also satisfied with the solution. After analyzing several random samples, they have not found any shortcoming in the audit-proof archiving of the data.

Currently, there are around four million receipts from the accounting which have been archived. There are also more than 600,000 archived technical documents. These numbers are steadily increasing.

In the future, other data shall be archived in an audit-proof and long-term manner as well. For example, the archiving of e-mails has been regularly discussed at Hekatron. If the IT must tackle this project, there is only one solution for Wagner: iCAS. *"Because the solution has proven itself completely."*

## Future-Proof Solution for Data Integrity and Long-Term Archiving

Companies of all sectors with the most diverse demands on secure data storage rely on the software solution iCAS. All well-known ECM, ERP, DMS, PACS and e-mail systems are certified for iCAS and can be easily connected with it. iCAS helps you meet legal and internal compliance requirements, thereby minimizing your business risks significantly. As a hardware-independent solution, iCAS protects the integrity and security of your data in the long term - flexible, future-proof and cost-efficient!



### A Central Platform for Your Data Management

The software solution iCAS acts as a central management layer between your applications and the storage infrastructure. iCAS ensures data integrity and availability over long periods of time regardless of the hardware used. Thus, you can change your storage technologies and applications over time, nevertheless your stored data remains consistent and secure. Data migrations can be conducted by iCAS in the background without burdening the productive systems.