

HEKATRON

WITH ICAS, HEKATRON
IS 100% SAFE



FUTURE-PROOF PROTECTION OF CRITICAL BUSINESS DOCUMENTS FROM ENGINEERING AND ACCOUNTING

"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

HEKATRON



Over 55 years of experience and innovation in plant-related fire protection

HEKATRON

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Hekatron had to replace its outdated long-term archiving solution, the Jukebox.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

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.”

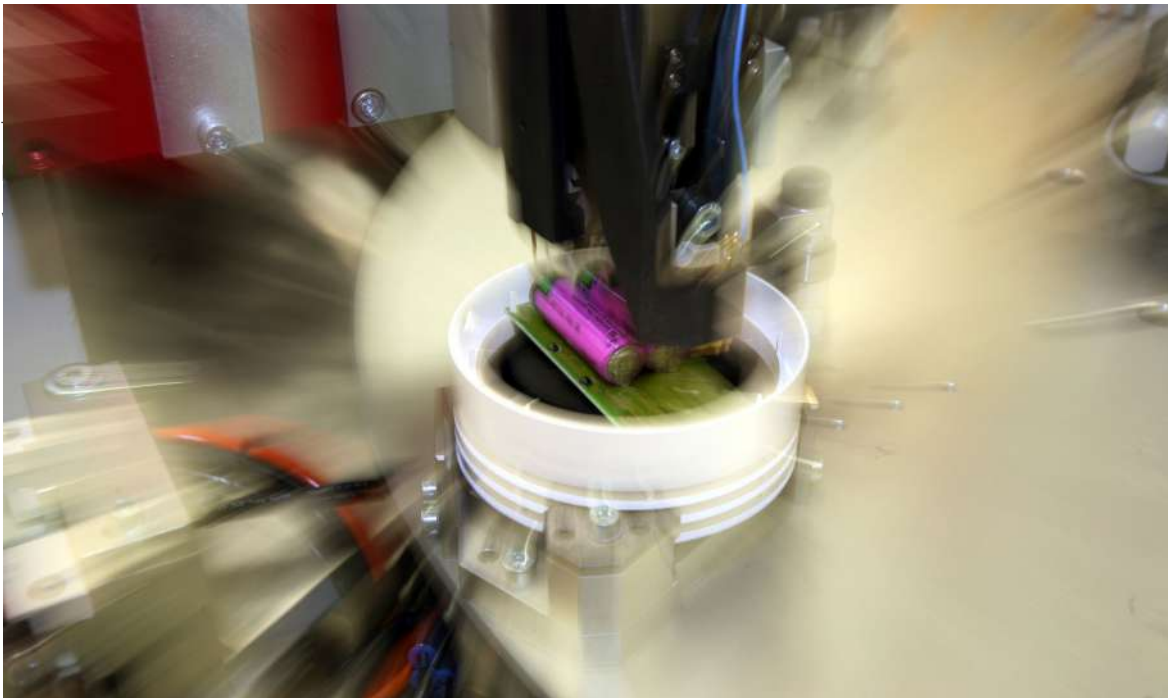
Interfaces from the ERP system and other systems for the document management system ELOprofessional were created for the workflow. The auditproof archiving of the data took place on a jukebox until 2010 – with different lengths of retention periods: As in any company, accounting documents must be retained 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 safetyrelated 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. Wagner:

"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."

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. Wagner:

"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 security 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 auditproof 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."

DATA ARCHIVING MADE SIMPLE

iCAS is a flexible middleware for retention management & WORM storage. The solution integrates perfectly into heterogeneous infrastructure landscapes. While you take care of your core business, iCAS reliably protects the integrity and availability of your data in the background.



HARDWARE INDEPENDENT

The archive intelligence is tied to the software-layer, not to the hardware



COMPLIANT

iCAS assures regulatory and compliance requirements



FLEXIBLE

Middleware between your business application and the storage infrastructure



TAMPER-PROOF

iCAS provides WORM storage, encryption and retention management

THE CENTRAL PLATFORM FOR YOUR DATA MANAGEMENT



iCAS protects data integrity and availability, even if the underlying storage technology and hardware changes in the future. As a software-defined solution, iCAS lays the foundation for audit-proof data archiving and protects your investments in hardware, software and services.

iCAS adapts to your IT infrastructure and adds compliance, data integrity protection and WORM storage (Write Once Read Many) to your existing systems.



iTernity

WE TAKE YOUR
DATA SECURELY
INTO THE FUTURE

We protect your business-critical data. The trust you place in us is our motivation and an investment in the future. The result: more security, less effort, no worries.

Our DNA is archiving, our mission the long-term availability and integrity of all types of corporate data. Our focus is on your challenges, whether data protection, cost pressure, data growth, cyber attacks, lack of time, or complexity – we take your data securely into the future.



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