



Poggenpohl Archives SAP® Data with iCAS

The intelligent archiving solution helps the kitchen manufacturer deliver excellent customer service and improve compliance

■ Industry:

Kitchen manufacturing

■ Background:

Poggenpohl has to retain all its SAP data due to legal requirements and customer service purposes. The company aims to offer its customers unique post-purchase services based on original design specifications.

■ Challenges:

The SAP data was stored on a Jukebox. It was costly, impractical, and had reached its end of life. This out-of-date solution was prone to errors as well. Poggenpohl urgently needed a more efficient, flexible, and scalable archiving solution.

■ Solution:

iTernity Compliant Archive Software (iCAS), HPE Storage, and OpenText Enterprise Content Management (ECM) system.

"At a point when our storage options were virtually exhausted, iCAS provided us with a cost-effective, hardware-independent solution that solved our SAP archival challenges for the long haul, with the performance, flexibility, and scalability required to facilitate business operations worldwide."

Thomas Wostbrock, CTO of Nobia AB, Poggenpohl's Parent Company.



The success at a glance:

- Legally-compliant archiving of all business and customer data
- Protection of Poggenpohl's unique customer services
- Increased data availability, from 93 to 99.5%
- Performance increased by 30 to 50%, depending on the data type
- Up to 90% reduction in operating costs
- Elimination of manual administrative tasks
- Higher performance and availability of the SAP system



Sustainability and Reliability are Our Strengths

For Poggenpohl, legally-compliant archiving of SAP documents and data is essential because of two reasons:

(1) It is enforced by the legislators, and (2) for customer service purposes. It is necessary to retain customer order data beyond the statutory retention period.

"In the market, our kitchens are positioned in the luxury segment. It is really important to be able to access the data of the delivered kitchens at any time," says Thomas Wostbrock, CTO of Nobia AB, Poggenpohl's parent company.

"Through data archiving, we know exactly which components were installed at a customer site. This enables us to offer our customers upgrades and to replace their kitchen components, even many years after its initial installation. We are proud of this service. Sustainability and reliability are our strengths."

This applies regardless of where the customer ordered the kitchen - from one of the more than 500 Poggenpohl dealers in over 70 countries or in one of its 35 stores worldwide.

Many customers also go directly to Poggenpohl's headquarters to order spare parts for and to upgrade their kitchens. This elevates the need for highly available archived data regardless of where it was originally generated.

Poggenpohl uses SAP ERP Central Component (ECC) 6.0 to manage its entire business processes, including Human Resources. There are nearly 300 SAP users in total at the headquarters in Herford and in the Poggenpohl stores.

The iCAS Solution

iCAS is the kind of solution that Poggenpohl was searching for. Not only because it is certified by HPE and OpenText, but iCAS also eliminates the need for dedicated and proprietary

hardware. iCAS leverages the company's existing IT infrastructure to deliver a highly scalable archiving platform. This addresses the challenges of archiving a large volume of documents and data in a world characterized by immense data growth.

No Physical Limits

Poggenpohl defined three types of documents for archiving: Print lists; SAP documents (e.g. orders, delivery notes, invoices); and PDF documents, including all documents sent externally.

With the old archiving solution, these three data types had to be stored in different partitions of the archive - each with a rigidly defined size. In a data-rich environment, not only this was an inefficient way to store data, but it also created constant battles in reallocating space or swapping out media to provide room for more data types.

As a result, data became less available and administrative burdens increased. Poggenpohl also had to add more storage capacities as the amount of data it generates continues to grow.

The CTO was glad that iCAS could solve these issues. *"With iCAS, we eliminated all of the physical limitations associated with the jukebox,"* says Wostbrock.

"We still store our data in three discrete locations, but we don't have to strictly preconfigure the partitions for the three data types anymore. It simply doesn't matter to iCAS how much

storage volume an individual partition requires, as the partitions dynamically scale within the total amount of space allocated for the repository."

Unlike strictly parameterized applications, like the jukebox, iCAS stores all documents and data types in one repository. This results in optimized run times of the Manufacturing Resource Planning (MRP) system and faster response times of the SAP systems.

Relief for the Productive Database

The introduction of iCAS for data archiving, in combination with the three document types that had been archived via the jukebox, led to faster run times, system availability and performance.

Poggenpohl's employees, especially overseas, noticed the difference. They no longer had to anticipate delayed response times, particularly of those associated with SAP administrative procedures that run overnight in Germany.

"The quicker we archive data, the quicker we can relieve the productive database. This helps keep the SAP system running at optimum performance," explains Wostbrock. *"We do this efficiently with iCAS. At the same time, the performance of the OpenText ECM system has also improved by 30% to 50%, depending on data type, due to faster storage hardware."*

SAP users can now retrieve documents from the archive within milliseconds. Due to faster response times, they can-



not distinguish whether the data is still in the productive system or already in the archive.

No Malfunctions, Minimal Administrative Effort

The performance and availability of the long-term archive have also increased significantly. Before, the complications and malfunctions caused by jukebox had lowered the system availability to 93%. With iCAS, it is now greater than 99.5%, with operating cost-savings of 80% to 90%.

These savings are the result of:

- Dramatically reduced administrative costs
- Reduced complexity, eliminating the need for external consulting
- Elimination of the need for dedicated hardware purchases

iTernity's employee installed and set up the system in less than one day. The system runs on a virtual machine

under VMware at Poggenpohl.

But the greatest value added for the kitchen manufacturer is that all SAP data are now stored in a reliable, constantly available, and legally-compliant archive platform. In addition to that, now the company can quickly access all past customer orders and requests at any time if required.

More Archive Data for iCAS through SAP Consolidation

The volume of SAP data in the long-term archive is expected to rapidly expand as Poggenpohl's business continues to experience strong growth, particularly at the international level. But with iCAS, Poggenpohl is ready to manage the rapid data growth.

Nobia is considering additional consolidation projects for its SAP systems. These projects will bring more data from other SAP systems within the company into the iCAS solution.

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.