

Why an Economic Downturn Is the Right Time to Consider ILM

As companies look for ways to take costs out of their business and maintain profit margins, IT investments and processes are under increased scrutiny. So why make information lifecycle management (ILM) a top priority now? Because an effective ILM strategy can help reduce the inherent, inevitable costs of corporate information. ILM can:

- **Reduce the costs of managing information**, including costs associated with storing, indexing, searching, categorizing, and deleting corporate documents and data
- **Reduce the costs associated with high-risk information**, protecting the business from costly risks associated with improperly controlled information including non-compliance with regulations, lack of security for proprietary or employee information, and labor-intensive or cost-intensive legal discovery

For SAP customers, an effective ILM strategy covers structured data, as well as other documents and information – whether it originates within or outside of your SAP systems. Together, SAP and Open Text provide a strategy

that can help significantly reduce risk and cost, delivering a significant impact on bottom-line savings.

The Evolution of Data and Document Lifecycle Management

Open Text has been providing ILM services for SAP content since 1993, when it released the first partner archiving solution to work with the SAP ArchiveLink interface. Today, SAP sells these Open Text archiving products: SAP Archiving by Open Text and SAP Document Access by Open Text.

Additionally, to broaden your ILM strategy to include non-SAP content, Open Text now offers ILM services through its enterprise content management offering, the Open Text ECM Suite. This set of integrated components addresses the management of unstructured content (see the sidebar below for more on how ECM supports ILM). The Open Text ECM Suite is based on the Open Text Enterprise Library, which combines content archiving with document management and US Department of Defense (DoD) 5015.2-certified records management.



Patrick Barnert
Vice President
SAP Solutions Group
Open Text Corporation



Claudia Traving
Director
SAP Solutions Group
Open Text Corporation

Enterprise Content Management for a Comprehensive ILM Strategy

The term information lifecycle management (ILM) refers to how all of the different forms of corporate information are managed throughout their life cycles. It covers both structured information – transactional data in databases, for example – and unstructured information, such as paper documents, emails, and technical drawings.

According to studies by Forrester Research and others, the bulk of corporate information – as much as 70% to 90% – is unstructured.* An effective ILM strategy must therefore deal with both structured and unstructured content. Ideally, unstructured documents should be integrated with your enterprise applications to provide a significant benefit by enriching and streamlining your business processes.

Enterprise content management (ECM) applications focus on securing unstructured information and making it available for productive, efficient use across the company. ECM applications also support compliance, including legal requirements for information retention in documents and SAP data archive files. Managing the end of the information life cycle is also important; ECM ensures that documents are destroyed on the correct schedule, allowing you to properly protect this content from discovery in the case of litigation and to avoid unnecessary long-term storage costs.

Open Text supports an effective, enterprise-wide ILM strategy that bridges the worlds of SAP and non-SAP content.

* "The Future of DBMS Technology" by Noel Yuhanna, Mike Gilpin, and Kimberly Q. Dowling, Forrester Research (September 29, 2005).

For your SAP data, the Open Text ECM Suite complements the SAP NetWeaver Information Lifecycle Management component. SAP NetWeaver Information Lifecycle Management is an evolution of standard data archiving practices into retention management for SAP systems. SAP NetWeaver Information Lifecycle Management supports the entire life cycle of data by providing functionality for archiving, retention, holds, and the final destruction of archived data.

To do all this, SAP NetWeaver Information Lifecycle Management requires an ILM-aware storage platform that supports SAP's ILM interface (referred to as the SAP WebDAV ILM), in order to securely store the data files on WORM-like storage and enforce retention. The Open Text Enterprise Library was recently certified for the SAP WebDAV ILM interface. This solution provides a hardware-agnostic ILM platform, giving customers the freedom to choose their preferred storage platform (see **Figure 1**).

Bridging SAP and Non-SAP Content: Open Text Information Lifecycle Services

For the information coming from outside of your SAP applications, Open Text also addresses your ILM needs with its Open Text ECM Suite. The suite's functionality covers:

- Document management
- Records management
- Collaboration and community management
- Email management
- Digital asset management
- Web content management

As companies exchange documents and enable processes across SAP and non-SAP systems, they are looking for an enterprise-wide approach to records management –

one that covers both non-SAP and SAP documents under a single corporate records management program. To address these requirements, Open Text and SAP jointly developed Open Text Extended ECM *for SAP Solutions*, which combines the document management and records management components of the Open Text ECM Suite with Open Text's archiving solutions for SAP environments.

In addition to retention management, SAP NetWeaver Information Lifecycle Management also supports legacy SAP system decommissioning by leveraging the underlying ILM technology platform together with SAP NetWeaver Business Warehouse (SAP NetWeaver BW). Here, Open Text not only adds the necessary ILM storage layer, but also supports the decommissioning of non-SAP legacy systems with a print list-based approach and easy access to legacy data within SAP interfaces. Together, SAP and Open Text offer a complete, integrated solution for your enterprise-wide ILM needs.

Summary

In addition to the efficient management and storage of both structured and unstructured content, an ILM strategy should address compliance, litigation risk, and the protection of organizational knowledge. Open Text supports an effective, enterprise-wide ILM strategy that bridges the worlds of SAP and non-SAP content, resulting in:

- **Reduced total cost of ownership** for your IT landscape with data archiving, legacy decommissioning, and SAP system consolidation
- **Increased productivity** with document-enriched processes in SAP applications and easy access to archived SAP data and documents and historic data from legacy systems
- **Compliance** with corporate rules and legal regulations for content retention through storage of data and documents in tamper-proof form
- **Reduced risks** with litigation readiness, replication, and disaster protection of corporate content

Now is the right time to invest in a comprehensive ILM strategy. In an economic downturn, an effective, enterprise-wide ILM strategy can take costs out of your business and give you the margin you need to survive and thrive. Furthermore, you can be sure that your investment is secure by buying from SAP and Open Text, two well-established companies with a strong and longstanding relationship. For more information, visit www.opentext.com/sap. ■

FIGURE 1 ▼ Open Text Information Lifecycle Services leverage SAP NetWeaver Information Lifecycle Management and bridge the worlds of SAP and non-SAP content

