



Industry

Automotive

Customer

General Motors

Business Challenges

- Simplify SAP database management
- Prevent database performance deterioration
- Implement an archiving system
- Maintain easy SAP data access

Business Solution

Livelink for SAP Solutions – Data Archiving

- Improved system performance
- Trimmer database – easier management
- Faster management reporting
- Improved financial analysis
- Compliance support

General Motors—Successfully deploying data archiving

General Motors India no longer needs to be concerned about extensive data slowing down the corporate SAP ERP system: thanks to Livelink for SAP Solutions – Data Archiving from Open Text™, the company has realized a trimmer database, better SAP performance, improved business processes, and more — all achieved without compromising functionality and visibility.

Organization

General Motors Corp., the world's largest vehicle manufacturer, employs about 325,000 people globally. Founded in 1908, GM has been a global leader in automotive sales since 1931. Today, the organization has manufacturing operations in 32 countries and its vehicles are sold in 192 countries. In 2003, GM sold nearly 8.6 million cars and trucks, accounting for approximately 15 percent of all vehicles sold on the global market. The company's corporate headquarters are at the GM Renaissance Center in Detroit. General Motors India Ltd. is a 100% subsidiary of General Motors Corporation, and it manufactures the popular vehicle lines Astra, Corsa and Swing.

“Open Text has a history of working very closely with SAP so the tight integration of its solution with SAP R/3 was a big plus — the two systems effectively appear as one to our users. Other factors that were important to us were usability and ease of implementation.”

**Manish Patel, Manager,
Information Systems & Services,
GM India**

Situation

A SAP user since 1996, GM India was facing increasing difficulties related to SAP data management, especially in connection with the escalating data growth.

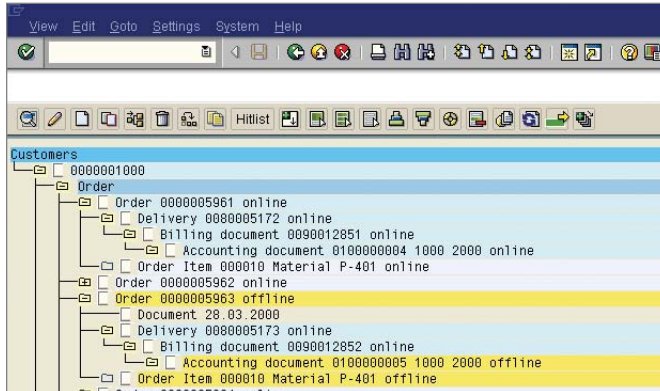
“We had four years’ worth of SAP data, and we were just beginning to realize the difficulties involved with managing all that data. Our database was growing at about 8 GB a month, so rather than waiting until the database was overloaded and facing the consequent deterioration in performance, we took a preemptive approach. We decided that it made sense to apply a maximum on the database size and archive some data, and still have it within easy reach,” said Manish Patel, Manager of Information Systems & Services at GM India.

Solution

GM India evaluated several data archiving systems, and finally chose Livelink Enterprise Archive Server from Open Text. Part of the Livelink for SAP Solutions – Data Archiving family, the technology was chosen over various competing systems. “Open Text has a history of working closely with SAP, so the tight integration of the solution with SAP was a big plus — the two systems effectively appear as one to our users. Other factors that were important to us were usability and ease of implementation,” said Patel.

The data archiving system went live after a 30-day implementation by Open Text. The majority of the archived data is generated by GM India's finance and materials management divisions.

“The Open Text consultants helped secure buy-in from end-users, identified the types of data to be archived, defined end-users’ roles in using the archiving system, and trained them on how to flag the data to be archived, among other things. Because of their input, rollover was easier from the end-user perspective,” recalled Patel.



Benefits

The Open Text solution has already begun to pay for itself, rendering substantial initial savings and eliminating the cost of additional hard disks that GM India would have had to buy had it not decided to archive its SAP data. In addition, the trimmer and thus more manageable database fuels better SAP system performance. Other benefits that GM India is deriving from Livelink Enterprise Archive Server are faster management reporting and more timely input for financial analysis.

In addition, local law requires that businesses retain financial data for a certain number of years, and the Open Text archiving system ensures that at GM India such data is not only retained but readily available as well.

In fact, GM India is so satisfied with the Open Text data archiving system that it has recommended the solution to its sister organizations within the General Motors Group.

“Looking ahead, we are planning to archive data generated by the production planning department as well. Given our short learning curve, the ease of implementation, and the inherent scalability, we’re pretty confident that this extension phase of our use of Livelink Enterprise Archive Server will be just as hassle-free.”

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