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eBook

Accelerate cloud migration with intelligent and compliant legacy application decommissioning

Retire and consolidate legacy applications into a single cloud-based solution

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Content

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Compliance risks for business-complete data

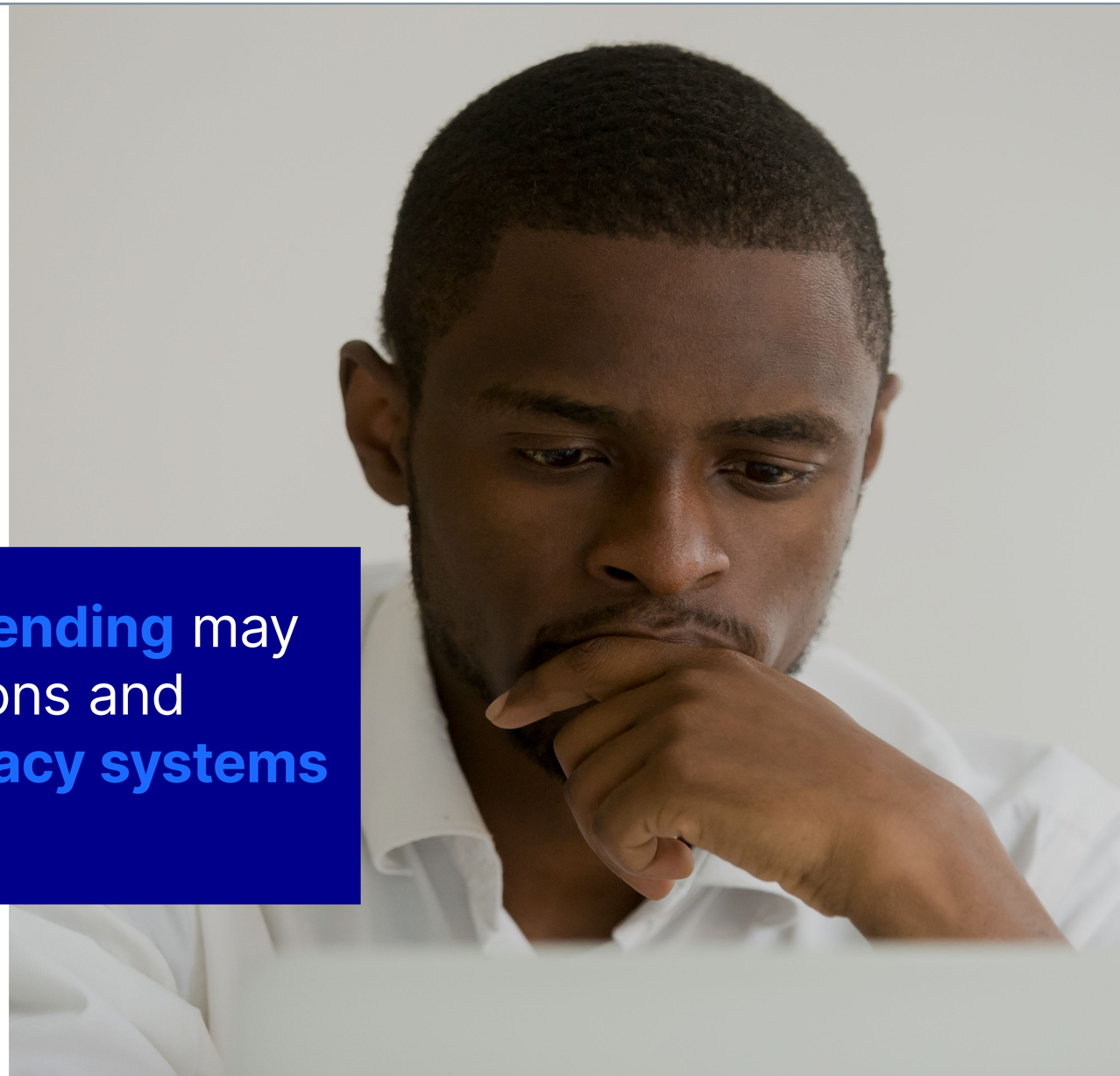
Over decades, organizations accumulate terabytes (or petabytes) of business-complete application data maintained on various IT systems. This aging data affects application scalability, data relevance and costs while also representing a mounting non-compliance risk.

Host applications must be kept running, licensed and updated. Servers must be powered, protected, backed up and monitored. When mergers, acquisitions and reorganizations occur, all of this must be refactored with new processes and security requirements. As a result, organizations are stuck with formidable expenses to securely and compliantly maintain data that is rarely used.

There is a better way...

Up to **80%** of IT **spending** may go towards operations and maintenance of **legacy systems**

US Government Accountability Office (2019, GAO-19-471)



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The vast landscape of data types requires a new, long-term approach

With dozens of individual applications, billions of records and terabytes of historical data to consider, long-term IT and budget planning are daunting.

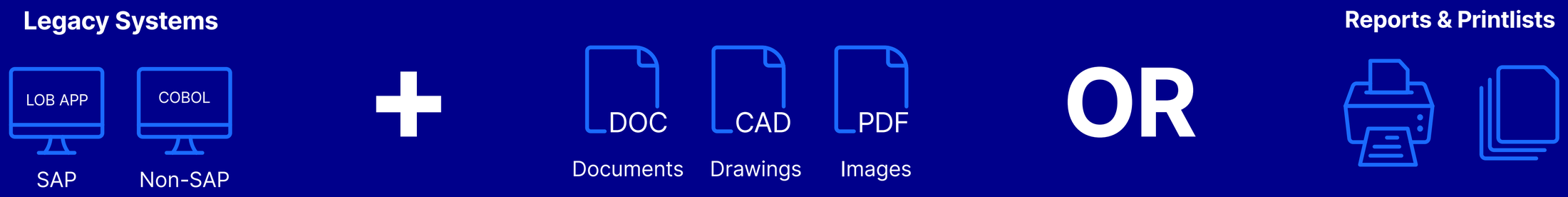
Consolidating such a large variety of data and applications cost-effectively requires more than just careful planning. It requires a whole new approach.

Only the most recent and business relevant data should move into SAP®, so what should be done with the remaining applications, data and content?

Much of this historical data and content must be preserved to maintain compliance. It must also remain accessible to users who may need it in their daily work, reporting or data mining. Unfortunately maintaining it in the form of a live application is costly.

Retaining essential business context that includes both relational data and content is more economical and defensible in the long term. It also better supports a move to the cloud, now or in the future.

Through modernization with SAP S/4HANA® opportunities are created to decommission systems being replaced.



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Compliance is a moving target

Keeping data compliant with regulations and business standard requirements is an ongoing, ever shifting task. IT departments are strained keeping environments performant, secure, compliant and up to date, especially when aging, business-complete information is in play.

"By the end of **2023**, modern privacy laws will cover the personal information of **75%** of the world's population."

Gartner (2021) "The Top 8 Cybersecurity Predictions for 2021-2022"

California Consumer Privacy Act (CCPA) 2.0

Effective January 1, 2023

New **"Sensitive Personal Information"** category protects and allows consumer restriction of:

- SSN, driver's license number, financial info
- location, race, ethnicity, religion
- union membership
- personal communications
- genetic, biometric or health information
- sex life and sexual orientation

Compliance requirements that must be reviewed and adapted regularly include:

- Records retention requirements, often based on key business events, such as contract termination or patient data, which affect both the period of retention and the immutability of the record.
- Privacy regulations, such as GDPR or CCPA, which can affect access control, data visibility, retention and deletion.
- Security best practices, which must be responsive to emerging threats—an almost impossible task with aging applications at the end of their lifecycles.
- Unpredictable legal hold requirements, which make collections and discovery difficult without sufficient control to pause retention periods and extract the right data in the proper format.

Responding to these and other requirements quickly—and without continually upgrading data schemas on billions of records—is a critical element of maintaining compliance in a stable environment.

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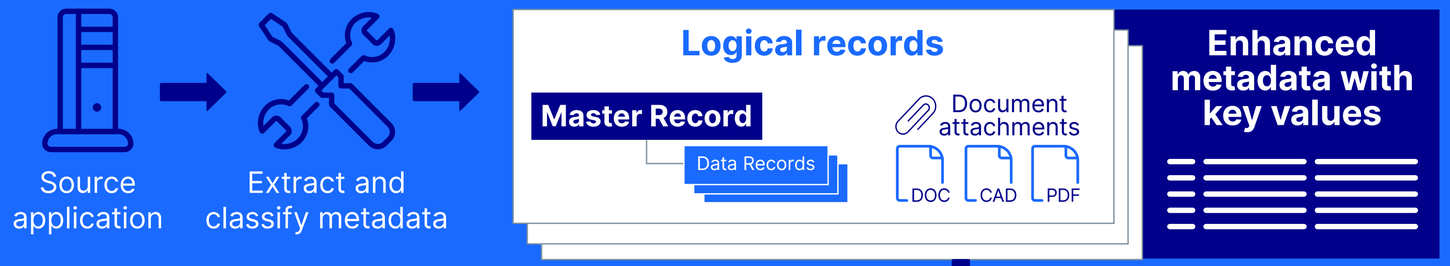
Archiving imperatives

Organizations must reduce complexity and remove as many components as possible while carrying out their core missions and maintaining compliance.

At a minimum, they will need archives that:

- Combine active archiving and legacy data into a single infrastructure for the best cost savings.
- Preserve the original context and fidelity of archived data to assure defensible preservation.
- Incorporate archived data securely into daily processes so that it is available within daily workflows and productivity isn't hindered.
- Include automated systems of information governance that can adapt to future compliance requirements.

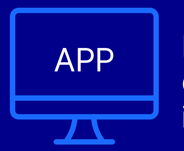
Information archiving must seamlessly combine both **structured and unstructured data** into discrete records



The Compliant Archive

The result must provide **secure data access** and faithfully support **productivity and compliance**

Data accessibility through search and view interface



Data portals, dashboards and integrated applications

Searchable index

Compliance with records, privacy and holds

Encrypted, secure storage

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The relevance and value of archived data

The value of any data will change over its lifecycle. It is commonly believed that once data is no longer part of an active business cycle or transaction, it can be archived and forgotten. This is a fallacy. Users may need access to data long after a contract is terminated, a project is completed or the bill is paid. Some example scenarios include product lifecycle data, customer service applications, field service reference and many others.

IT leaders may fear decommissioning applications out of concern that the data will become obscure and inoperable. They may fear that they will not be able to maintain the same level of usability for customer service users or others who may need quick and straightforward access.

Information archiving plans should consider these key capabilities:

Requirement	Benefits
Hierarchical data record display that helps visualize the complete record	Presents users with legacy data in a familiar format to streamline use
Consolidated view of business objects and data across what were previous systems of record	Simplifies access to legacy data, reducing time spent searching while increasing ability to apply governance
Securing or masking sensitive personal information	Protects sensitive, high-risk data that could represent a data leak
Display of older or obscure file formats that may no longer be available, such as drawings or spreadsheets	Offers broad access to historical data that would otherwise require expensive or rare desktop apps
Access to structured data through SQL and REST APIs.	Provides integration with customer-facing mobile apps or web portals
Secure, in-situ access to relevant historical data from customer service, financial or other applications	Makes it easy to reach archive data from within current applications, increasing productivity

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Adaptability is essential to long-term information governance and compliance

When making plans for consolidating and preserving data, what made perfect sense years ago may no longer meet today's stringent requirements. In-process data in live applications must be maintained according to the original application's technical requirements and limitations. However, once that data reaches its natural completion, those requirements may no longer make sense for long-term preservation or access.

The original application may have been designed around decades-old security practices that fall short of modern needs. As a result, organizations must often deploy expensive and cumbersome remote access controls to protect an antiquated application. Moving to a modern architecture can eliminate that need.

Organizations undergoing a large transformation with SAP, which involves moving to the cloud, have an opportunity to modernize their information platform with OpenText™ InfoArchive and reduce the need to continue maintaining legacy applications simply to remain compliant.

Some other issues that may affect future planning include:

- Permanent, read-only preservation of regulated data.
- Improved auditing of data access and lifecycle.
- Accessibility of the data, particularly customer communications.

Accommodating all these future capabilities can be expensive and complex, especially if it is an afterthought.

By **2024**, the majority of **legacy applications** will receive some **modernization** investment

IDC. "IDC Futurescape: Worldwide Cloud 2022 Predictions" (2021) Doc# US47241821, October 2021

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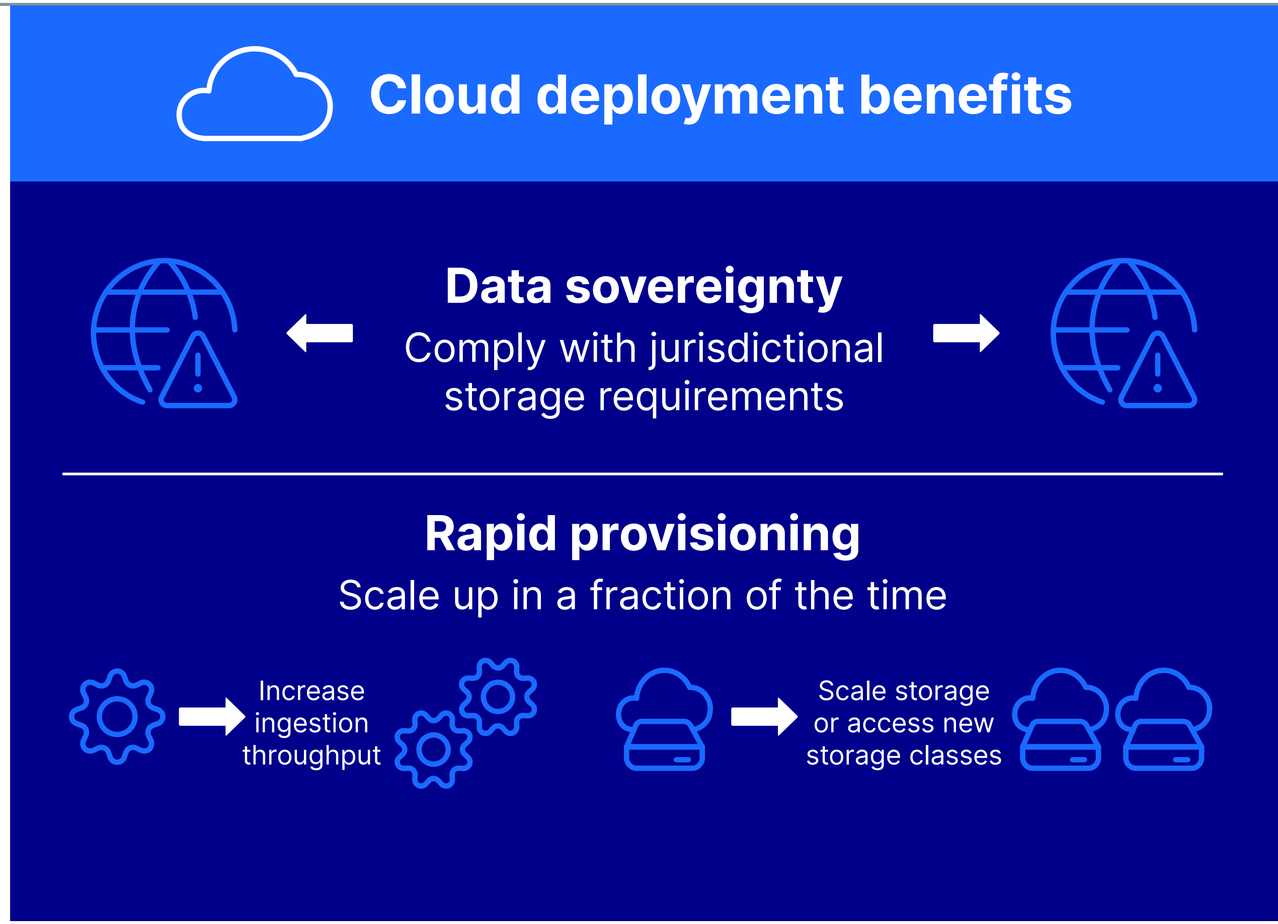
Rapid adaptability and scalability in the cloud

When considering how data will be archived, organizations need the flexibility to deploy in the manner that best suits the long-term needs of the business, with the ability to change plans if conditions change.

When developing an information archiving plan, options with rapid scalability, low overhead and compliant storage cannot be ignored. Operating a well-contained, compliant infrastructure that meets all of the previously discussed requirements for information archiving is more feasible in the cloud.



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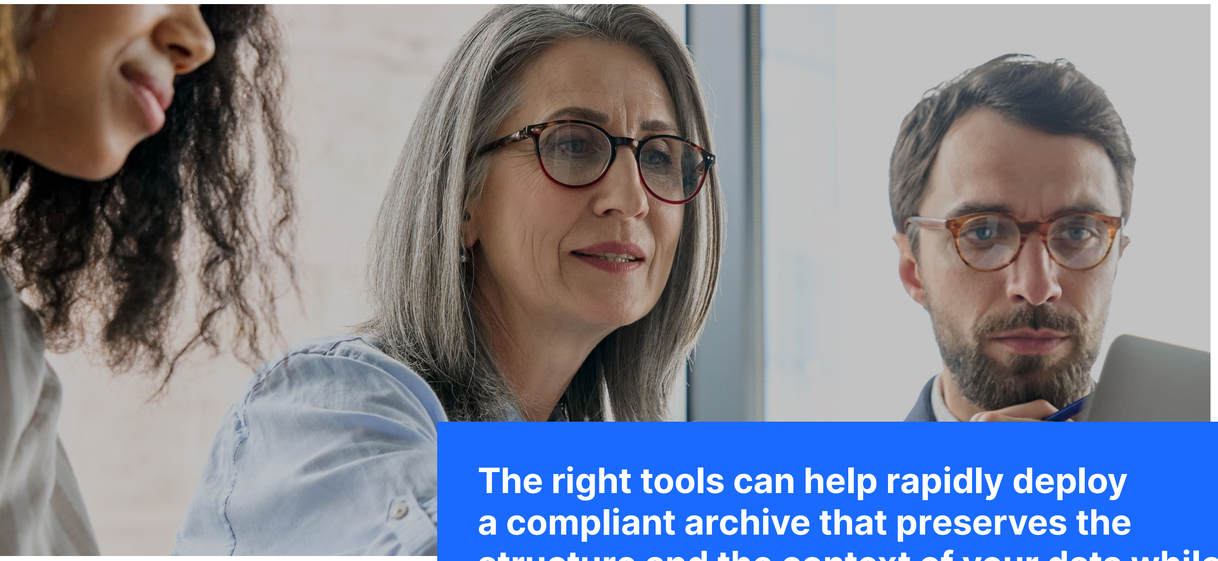
Complete information archiving efforts require the right tools and expertise

Beyond the sheer volume of data, the complexity and preservation of the original context, meaning and usability of the data is critical and affects the overall workload. That is why it is so important to have the right tools and experienced professionals for facilitation.



The right tools can help rapidly deploy a compliant archive that preserves the structure and the context of your data while maintaining familiarity for your users

Some aspects of migration to consider include:

- Faithfully representing the original data schema so that it can be searched or interpreted later.
- Masking or partitioning privacy data that is protected by privacy laws to avoid non-compliance and data leaks.
- Finding the optimal archival format to balance storage and cost limitations against compliance and archival fidelity requirements.
- Extraction of metadata, including key values, display and searchable identifying information and soft metadata from text analytics, such as summary text or keywords and entities in the content.
- Classifying archival records so that they can be effectively secured, searched and assigned records policy or retention during ingest.
- Retention requirements, including event metadata and record identification within complex formats, such as AFP print streams.
- Encryption of content to comply with security requirements, such as HIPAA or data protection requirements.

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Simplify the RISE to SAP S/4HANA® Cloud with OpenText™ InfoArchive Cloud Edition

OpenText InfoArchive is a modern, cloud-based archiving solution engineered to make compliant archiving of structured and unstructured information highly accessible, scalable and economical. Users can readily access historical data and documents in familiar, role-specific views. Organizations can cost-effectively upgrade their active data to new applications while keeping historical, business-complete data only a click away.

InfoArchive helps organizations adapt to future governance and compliance guidelines and eDiscovery. Whether focused on active archiving of business-complete information to reduce system loads or application de-commissioning to eliminate outdated systems, InfoArchive allows flexible reduction of IT costs. It accelerates the move to modernized, cloud-based architecture designed to accommodate multiple deployment scenarios and adapt over time.

Organizations can focus on maximizing the benefit of migration to the SAP® Cloud and fully embrace innovation without worrying about data distributed across legacy applications.

Archive requirements	InfoArchive benefits
Preservation of structured, relational data	• Preserves relational data in open formats • Full table archiving • Cloud and on-site storage integrations
Content services for unstructured data	• Complete, searchable metadata index • Full retention lifecycle management • Legal holds and export capabilities
Search and analytics	• Metadata and text search • Metadata-based reporting • API access for data mining support
Data and content viewing	• Presentation of complex business schemas • Available integrated web-based file viewer • Integrated into production LOB systems
Security and privacy controls	• Encrypted storage with customer keys • Privacy masks to protect personal information • Access control lists

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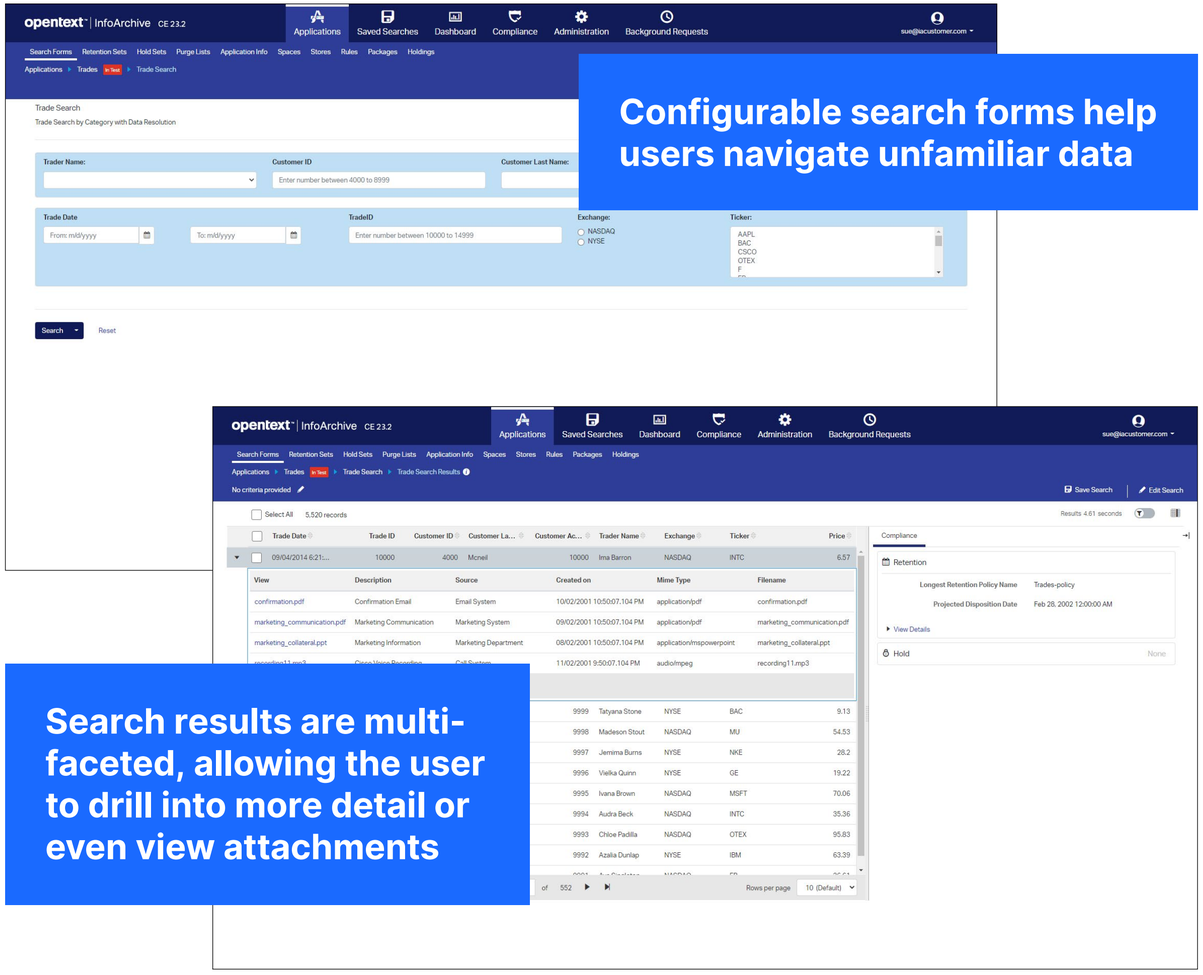
Context and usability keep archive data relevant

Typically, archives try to normalize all data into a uniform format for search and display. Unfortunately, reformatting often reduces fidelity and makes the data far less approachable. It also affects user productivity with tradeoffs in expense and adaptability.

As organizations typically have dozens of legacy applications, it makes sense to have a rapid application development environment that searches and displays data. This approach enables frequent process changes without affecting platform architecture, security or scalability.

InfoArchive provides a built-in, configurable web interface to search and retrieve any metadata, archived data and content in hundreds of formats. Organizations can deploy a simple, familiar user interface to their archive within days.

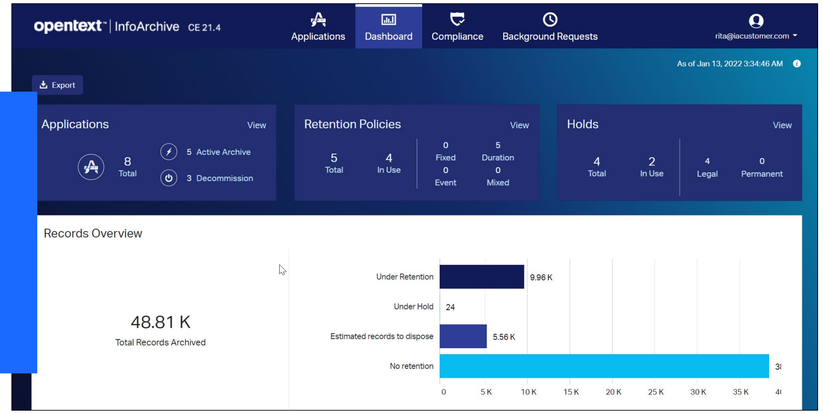
Search and data display screens can be incorporated into existing applications. InfoArchive also provides full REST APIs to include archived data and content in mobile applications, data portals or third-party applications.

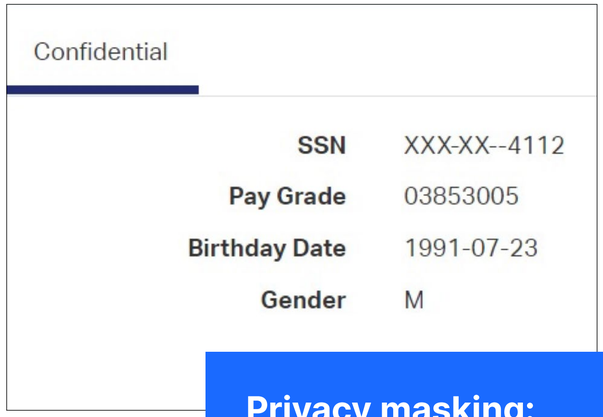


Critical governance, compliance and privacy controls

InfoArchive incorporates several essential compliance functions:

Defensible governance: Content is under active retention management





Privacy masking: Sensitive personal information remains secure during everyday use

Capability	Benefits
Records retention lifecycle	Event-based, multi-phase retention lifecycles
Legal hold	Hold policy and export content for eDiscovery
Privacy masks	Mask high-risk privacy data from leaks
Audit trails	Full auditability to document actions
Access control	Protect data by application and role

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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