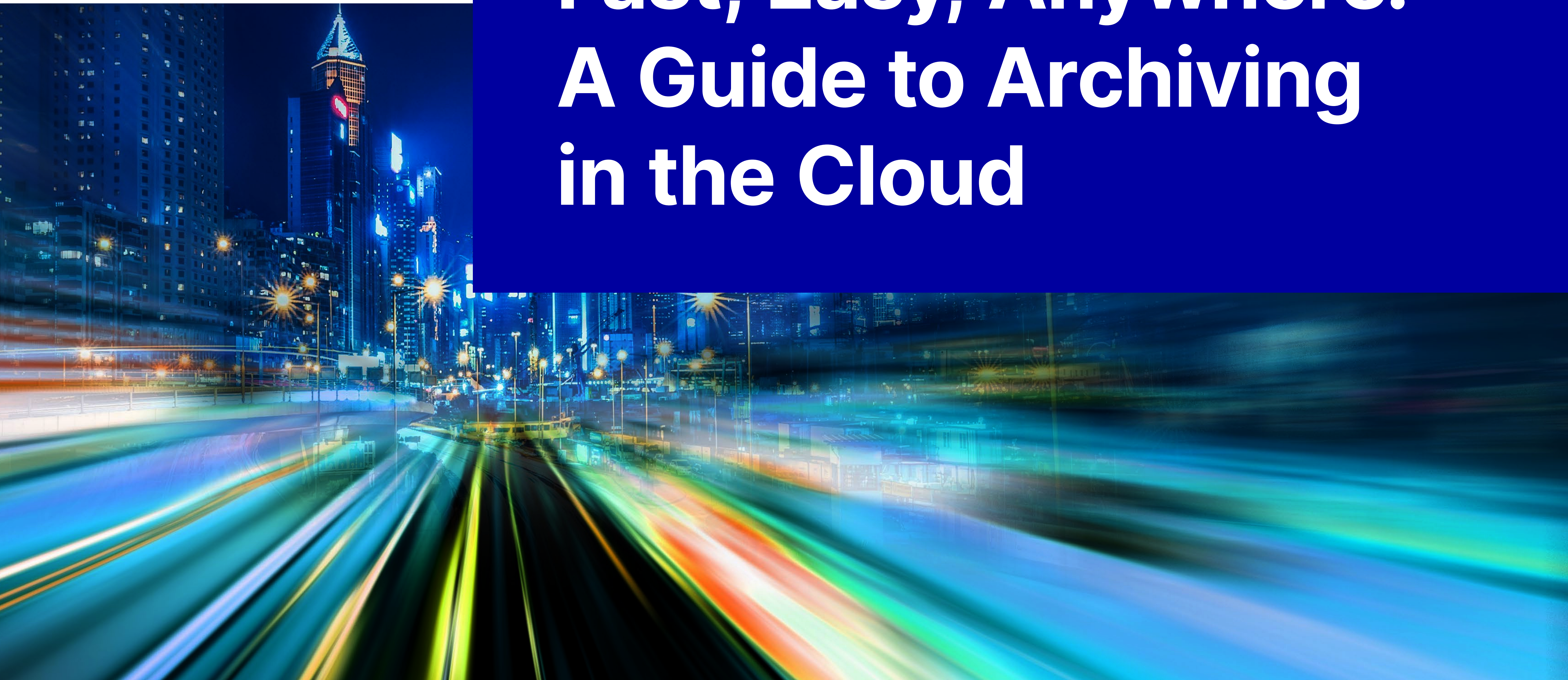


opentext™

eBOOK

Fast, Easy, Anywhere: A Guide to Archiving in the Cloud



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The limitations of on-premises archiving

Across almost every industry, terabytes of new documents, images, videos, and other data are filling up on-premises databases faster than new hardware can be installed.

Organizations have looked to data and content archiving as the solution to this problem. Yet, many organizations tackle archiving the same way many people handle household clutter. They put it in a storage locker, throw the key in a drawer, and forget what they have in there.

This way of archiving may meet legal, compliance, privacy, and retention requirements. It also provides safeguards against potential cyberattacks and breaches. But there are limitations:

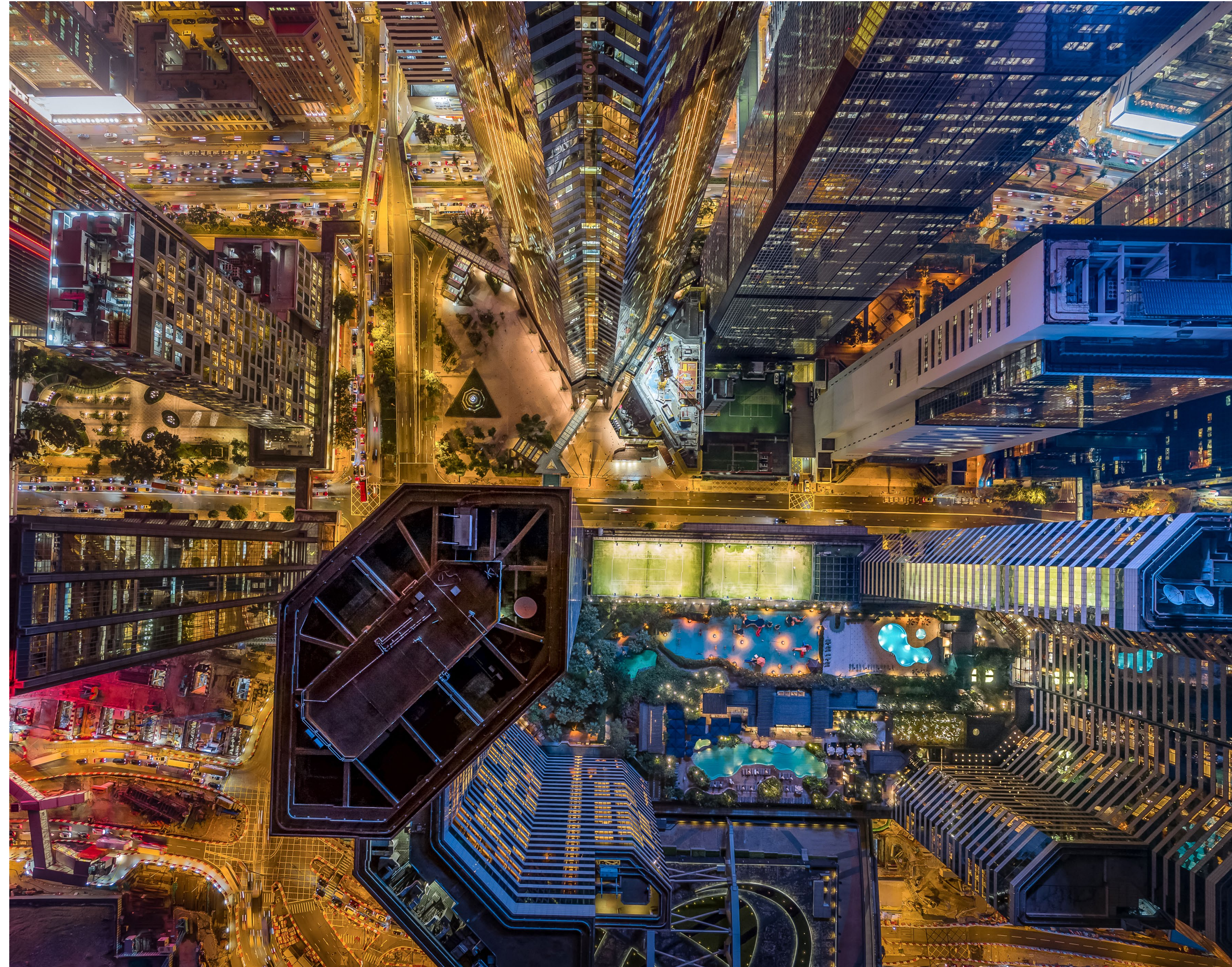
- The value of the content is lost because it's stored out of sight and not readily accessible.
- The inability to access archived content leads to disjointed and inefficient business processes, poor user visibility, and incomplete and inaccurate information. These issues create productivity roadblocks across the organization.
- Slow archival systems impact customer experiences as well, as users attempt to retrieve documents through self-service portals or interact with a service representative to resolve an issue.
- The effort and cost to maintain an on-premises archive is significant, involving time-intensive manual upgrades with poor SLAs that create downtime for business stakeholders.



A better way

There is an alternative to this way of archiving data and documents – one that delivers multiple efficiencies across the organization. Cloud archiving provides organizations fast, easy, and anywhere access to their content while reducing storage and other infrastructure costs.

In this guide, we'll walk you through everything you need to know to make an informed and strategic decision to archive in the cloud.



Deciding what to move

From photos on our smartphones to the collection of documents on our computers, we're all guilty of keeping things because we "might need them later." But that doesn't mean we need them stored alongside our active, day to day content.

Likewise, when it comes to your organization's operations, it's critical to audit your business processes to determine what documents can and should be archived.

For example, if your organization offers a portal for customers to review past billing statements, archiving older statements to the cloud for just-in-time retrieval would free up large amounts of on-premises storage.



Increasing speed, reducing downtime and costs

Cloud archiving provides multiple benefits in terms of speed and productivity while reducing downtime and the overall costs typical with on-premises archiving solutions.

With the increase in the data comes an increase in the time it takes to complete a document search. According to Gartner, knowledge workers can spend one third of their day [looking for the information](#) they need to complete their tasks. Archiving data and business documents helps to reduce the clutter. And when content is offloaded from on-premises databases to a cloud archive, the archived information is still readily available when it's needed—providing business users with complete, fast, and direct access from anywhere.

Cloud archiving solutions can also reduce downtime associated with system updates. Rather than taking storage systems offline for software updates, cloud systems can be updated while still providing access to business-critical data.

Managing and controlling data volume growth in a cost-effective way is an ongoing challenge for organizations of all sizes. Doing it on-premises puts pressure on IT infrastructure: aside from storage costs and operational overhead, there's the expense of regular hardware upgrades and associated testing. By shifting to a cloud-based archiving solution, companies gain a comprehensive data management tool, relieve databases of aged transactional data, and eliminate the high costs of storage hardware upgrades.



Content in context

Customer-facing departments, such as service, sales, and finance, require access to all relevant, current documentation to maximize productivity. And, despite the sheer volume of content they must deal with, there's often no clear and effective strategy to manage it all. The result: information silos, requiring employees to navigate multiple applications or systems to gain a comprehensive customer view and history. What's needed is content in its business context.

With a comprehensive cloud-based archiving solution, organizations can integrate documents within business processes for higher process efficiency.

To build a complete customer record, employees can attach documents created within existing ERP solutions and other applications, such as correspondence, invoices, and order confirmations. This approach delivers visibility beyond what's captured, delivering time savings, improved agility, and more personalized customer engagement. With business content archived to the cloud, document retrieval happens in near-real time, which means customers can expect faster and more integrated service.

Similarly, organizations can create customizable virtual folders for suppliers, capturing contracts, purchase orders, and payment history—providing documents in context relevant to business transactions, and easily accessible within the ERP user interface, so Accounts Receivable can expedite vendor payments by attaching invoices, purchase orders, and delivery notes.



“I didn’t know it was the cloud”

The best solutions are often the ones customers, partners, and even internal users don’t notice. Cloud archiving delivers the digital experiences these stakeholders expect, such as giving utility customers access to bills within a customer portal, retail banking customers access to online account statements, or suppliers access to order and shipping information.

With cloud archiving, you can quickly offload legacy data while simultaneously enabling key digital business processes, content-in-context, ease of access, and integration with the leading applications that drive your business, including SAP solutions.

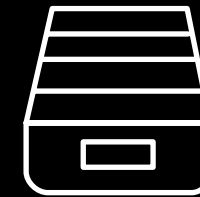


OpenText Core Archive for SAP Solutions

With OpenText™ Core Archive for SAP® Solutions, organizations gain a cloud-based, automated archiving and data management solution to improve process efficiency, boost user productivity, digitize paper-based processes and reduce IT hardware and ownership costs.

And, it's a solution that supports all SAP and non-SAP archiving scenarios.

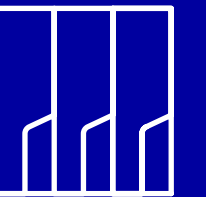
1. Increase efficiency, using content integrated with processes. And, store content used in SAP processes while maintaining access.



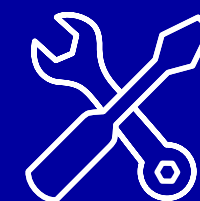
2. Improve cross-department collaboration with document-sharing across SAP apps.



3. Get secure, accessible, long-term storage to support data security, governance and compliance requirements.



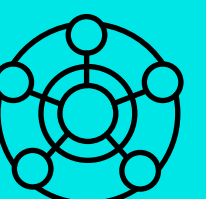
4. Improve IT resource consumption by archiving aged data and minimizing database bloat.



5. Unburden IT resources by leveraging managed service experts focused on maximizing service performance, availability and capacity.



6. Support all SAP archiving scenarios with SAP ILM support and SAP ArchiveLink certification, plus a CMIS interface to support non-SAP content archiving for SAP S/4 HANA.



Data content storage flexibility. Anytime availability. Seamless, in-context experiences for all your key stakeholders. Find out more about [OpenText Core Archive for SAP Solutions](#) today.

Results that make a difference

Companies that use Core Archive for SAP Solutions can reduce their database size by 75% or more by archiving to the cloud, simplifying migration efforts (to S/4HANA, for example) and lowering cost and risk.

40%

40% of a global convenience store chain's database was archived before a move to S/4HANA.

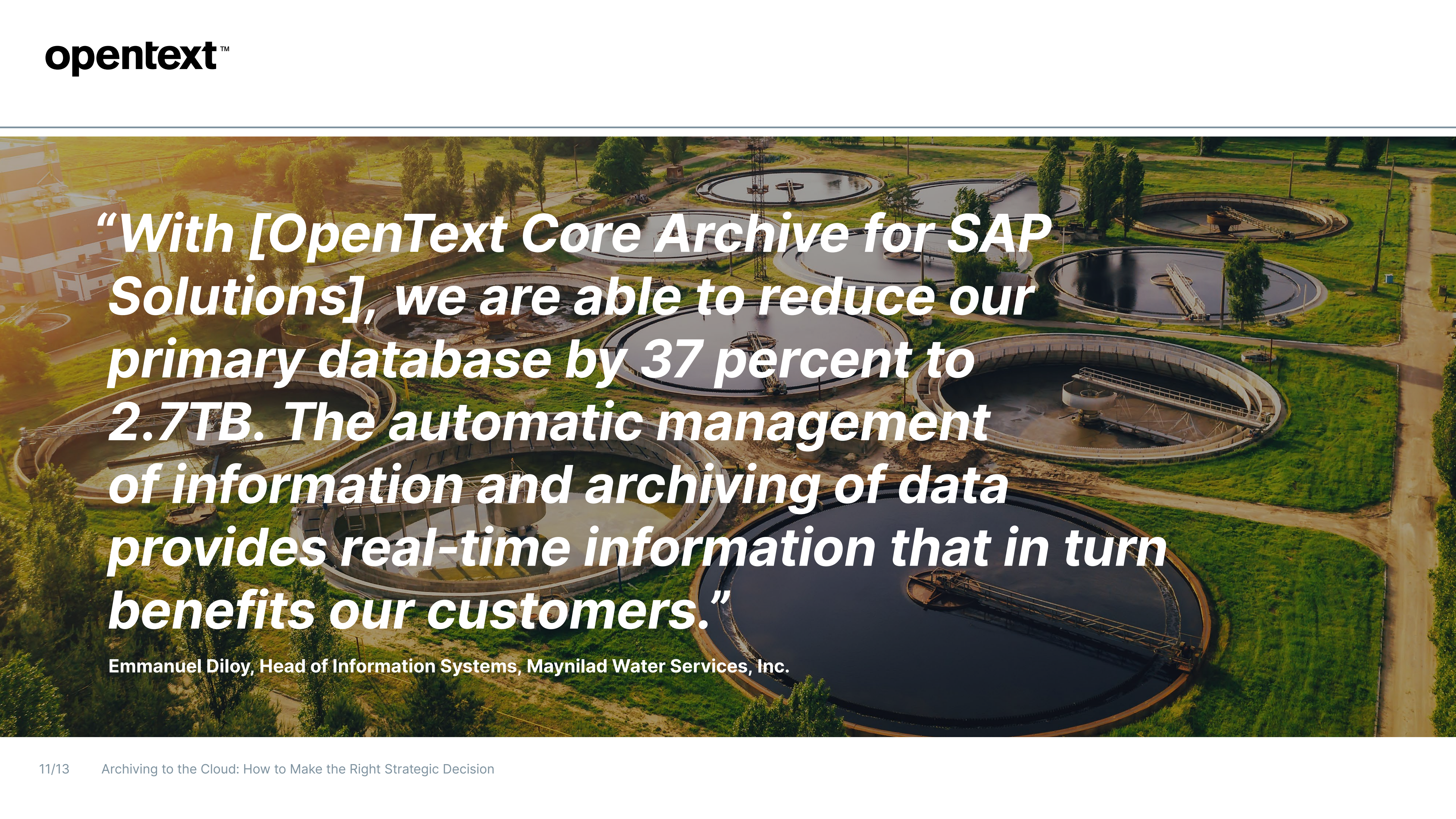
10TBs

10TBs of data were culled from a mining company's primary SAP database prior to adopting SAP RISE.

80%

80% of a retail organization's SAP database is being archived in the cloud.





“With [OpenText Core Archive for SAP Solutions], we are able to reduce our primary database by 37 percent to 2.7TB. The automatic management of information and archiving of data provides real-time information that in turn benefits our customers.”

Emmanuel Diloy, Head of Information Systems, Maynilad Water Services, Inc.

Engie Electrabel Advances Cloud Strategy with OpenText



Engie Electrabel, a Belgian energy corporation, wanted to advance its digital transformation strategy to enhance customer engagement. As the volume of information continued to grow, the company wanted to migrate content to the cloud to reduce risk and costs. With OpenText Core Archive for SAP Solutions, the organization moved its 27TB archive to the OpenText Cloud, simplifying its on-premises infrastructure and lowering costs, while continuing to provide customer document access through the company's customer portal.

“The archiving of content from SAP, both data and documents, whilst critical for record keeping and the provision of customer service, is not a core part of our business. So, when looking at which of our applications could be moved to the cloud to reduce cost and the support overhead, this was an ideal candidate.”

Joris Verberckmoes, Head of Delivery and Operations, Engie Electrabel



About OpenText

OpenText has:

- **75K+** enterprise and 470k+ SMB customers
- **100M+** end users
- **100+** offices worldwide
- **6000+** trained and certified information management professionals
- **Trillions** in network commerce
- **Three** exabytes of information under management

Resources

↓ Product overview: OpenText Core Archive for SAP Solutions

↓ Infographic: Be more Productive with SAP and OpenText

🗨️ Blog: Simplify Migration to SAP HANA and S/4HANA

📺 Video: Optimize Information Processing



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](https://www.opentext.com).

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