

# Dr. Reddy's Laboratories managed and optimized data growth with zero down time

OpenText Archiving for SAP Solutions improves system performance and back-up for one of India's largest pharmaceutical companies

Founded by Dr. Kallam Anji Reddy, Dr. Reddy's Laboratories (Dr. Reddy's) is one of India's largest pharmaceutical companies with a global operation, including 19 manufacturing facilities worldwide, four technology development centers, two research & development centers and one integrated product development facility. With a sizable international presence, Dr. Reddy's is the choice manufacturer of over 190 formulations and 60 active pharmaceutical ingredients (API) for drug manufacture, diagnostic kits, critical care and biotechnology products.

Dr. Reddy's embarked on its SAP journey in 1996 when they implemented SAP to manage the organization's structured data. In 2006, the company deployed SAP Customer Relationship Management (CRM) and Supplier Relationship Management (SRM) to meet the changing demands of the business. During that time, there was an initial database growth projection over a period of five years.

## Information Explosion

Between 2009 and 2010, it was quickly recognized that the SAP ECC database had grown beyond initial projections nearly 3TBs. This was largely due to business expansion organically and database acquired from mergers and acquisitions, as well as the establishment of new manufacturing plants. The increased size of the database resulted in significant performance issues, mainly experienced by the company's Finance department.

Faced with only two options of either to increase storage capacity or developing a long term sustainable strategy, Mr. Krishna Sai, Senior Director of IT Dr. Reddy's, contacted OpenText SAP Competence partner Arteria Technologies to help them evaluate their Enterprise Content Management (ECM) strategy.

"A sound ECM strategy was needed to help us optimize our current storage to manage our growth. We needed a solution that could cope with our current and future needs seamlessly without compromising the productivity of our employees," said Mr. Krishna Sai, Sr. Director, IT, Dr. Reddy's

## INDUSTRY

Pharmaceutical

## CUSTOMER

Dr. Reddy's Laboratories

## PARTNER

**ARTERIA**<sup>®</sup>

## CHALLENGE

- Exploding SAP database resulting in significant performance issue

## SOLUTION

- OpenText Archiving for SAP Solutions

## BENEFITS

- Data archive of 29 objects, reducing ECC production server
- Improved database performance and fast back-ups
- Ability to retrieve custom reports from active and archived database

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MR. KRISHNA SAI SENIOR DIRECTOR OF IT

## Selecting the right solution

A limited tender process was initiated for this project. Amongst others, OpenText, IBM India, and Newgen Solutions were considered for the project tender. Lead by Mr. Srinivas, Project Manager, Dr. Reddy's, Arteria Technologies together with two representatives from the Finance department, three key evaluation criteria was determined for vendor selection, namely compliance, seamless integration with SAP and user interface interoperability when accessing active and archived information.

Arteria Technologies acted as a trusted advisor for Dr. Reddy's throughout the tendering process from helping to identify the selection criteria to evaluation.

Through tightly aligned co-development efforts, OpenText Archiving for SAP Solutions stood out as it is readily extensible and integrates natively with SAP software. This meant that the solution is able to deploy without disruption. Additionally, OpenText Archiving for SAP Solutions provided the optimal size of compression and a single interface for users.

“As part of our service strategy to help Dr. Reddy's manage and optimize their data growth, OpenText Archiving was a key component because it ensured regulatory compliance, SAP data consistency and zero down time,” Mr. Sriram Kunari, CEO, Arteria Technologies.

## From strategy to realization

Dr. Reddy's Archiving project has resulted in a data archive of 29 objects. With the implement of OpenText Archiving, not only has the ECC production server size been reduced around half a terabyte with a 10 times compression each time but the leaner SAP database is now easier to managed with improved performance and back-ups are also a lot faster. Additionally, customized report data can now be retrieved from both active and archived database.

## What's next?

As a senior member of Dr. Reddy's IT division, Mr. Krishna Sai continues to strategize for the future. One area that has already been identified is the digitizing of physical documents. While 80 to 90 per cent of Dr. Reddy's operations reside within SAP, it has been observed that the company operations is still paper intensive. Mr. Sai's vision does not end with digitizing but also includes a strategy for storage, search and retrieval.



*Arteria, an illustrious SAP Gold partner and Open Text SAP Competence Partner, blends high value IT management consulting with right-shore excellence to deliver economy and quality. Arteria offers a suite of portal and mobility-based solutions that can help organizations extend their on-premise SAP data to external partners (distribution network, suppliers and subcontractors). These solutions have helped organizations with the tracking and collation of data from their partner ecosystem and the integration of this data with their SAP system. The Open Text relationship complements the range of products from Arteria and SAP ensures an end-to-end solution to customer problems.*

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