



## Success story

Maynilad Water Services, Inc.

### Industry

- Resources

### Solutions

- OpenText™ Document Access for SAP® Solutions
- OpenText™ Archiving for SAP® Solutions

### Partner Support

- Delaware Consulting



# Philippine water company keeps information flowing with OpenText

**OpenText Suite for SAP® allows Maynilad to improve system performance and reduce costs**

## Results



**SAP database size**  
decreased 45 percent



**Reduction of database size**  
results in no investment  
needed for two to three years



**Extension of hardware  
lifecycle** reduces expenditure  
in the future

*"With reduced back-up time, 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.







Philippine water company keeps information flowing with OpenText

**Rapid urbanization, a booming population and depleting natural resources are a constant challenge among water utilities in developing countries, such as the Philippines. Few organizations understand this better than Maynilad Water Services, Inc., one of the two key water companies responsible for providing water and wastewater services for the cities and municipalities that comprise the Metropolitan Manila area.**

Formed in 1997, Maynilad was granted a 25-year exclusive concession by the Philippine Government to operate, maintain and invest in water and wastewater systems in the West Zone of the Greater Manila Area. In 2010, that concession term was extended by 15 years, allowing Maynilad to increase and accelerate its water and wastewater investments.

### **Business challenges**

As Maynilad's infrastructure has continued its steady expansion, so has the organization's information technology ecosystem. The company is a staunch SAP® advocate and it has been using the ERP platform to co-ordinate and expand its business since 2008.

Today, the influence of the SAP system permeates every aspect of Maynilad's operations, handling the ebb and flow of information with the same sure touch the company demonstrates in directing water operations. However, success has also brought challenges. As the business has grown, so has the volume of data that must be processed, managed and—importantly—stored.

By 2013, the datasets underpinning the business had grown to such an extent they were putting pressure on the core IT infrastructure and slowing down system response times. The traditional approach to such problems is usually an infrastructure upgrade that would extend the system, support growth and deliver high levels of performance to end

users. However, hardware upgrades can be expensive, especially when it comes to the high-performance optical drives that Maynilad uses to store and ensure the rapid retrieval of its mission critical data.

Maynilad decided on a different approach; specifically making sure that all data not essential for daily operations was offloaded from the core SAP database, but still remain readily available. According to Emmanuel Diloy, head of information systems at Maynilad, ***“With information constantly being processed at Maynilad, we needed a solution that was able to simultaneously receive and manage data, as well as integrate fully with SAP.”***

### **Improving operations with seamless integration**

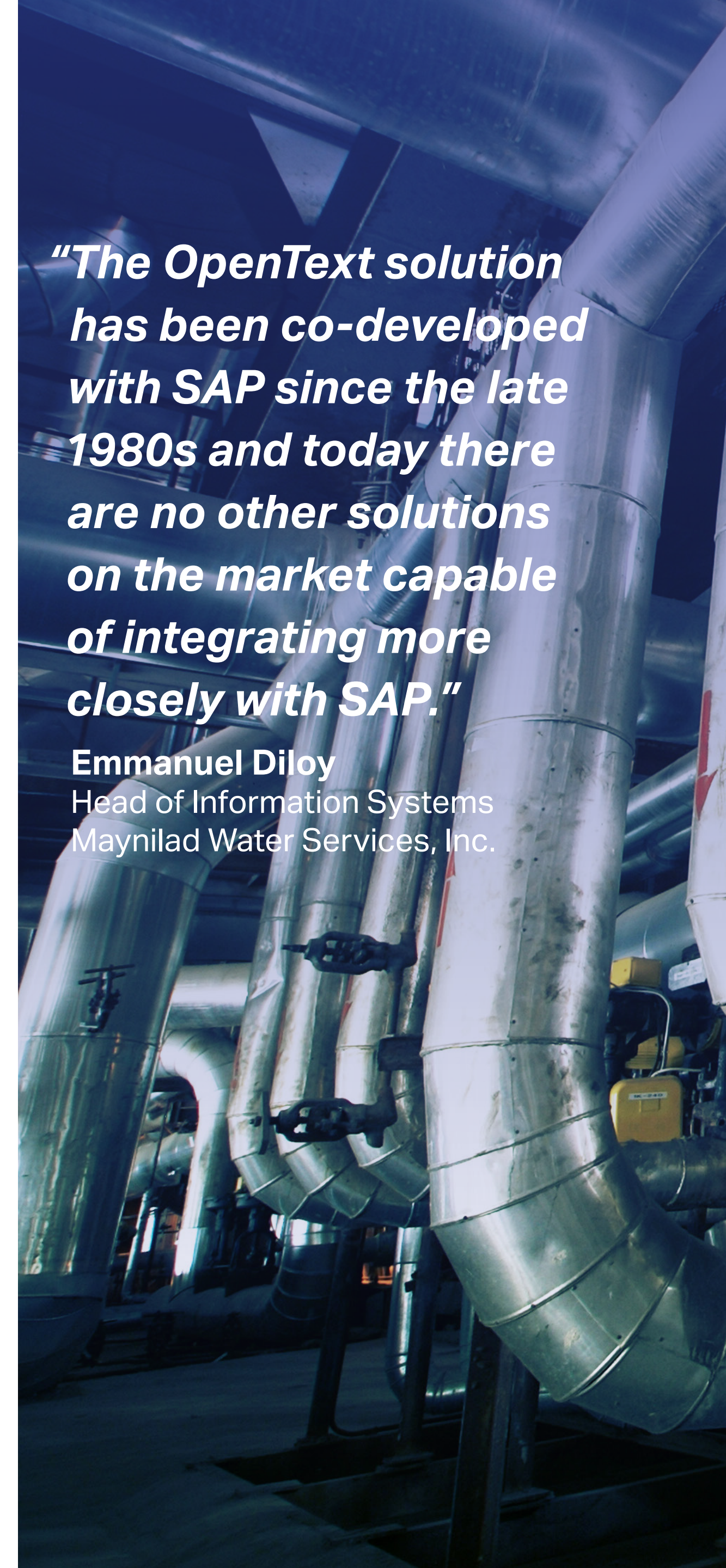
After careful consideration of its requirements, Maynilad selected OpenText™ Document Access for SAP® Solutions. The solution allows the organization to perform data archiving within its existing SAP system, as well as manage the documents related to the various business processes.

In purchasing applications from the OpenText Suite for SAP, one of the key drivers behind the decision was integration. ***“The OpenText solution has been co-developed with SAP since the late 1980s and today there are no other solutions on the market capable of integrating more closely with SAP,”*** said Diloy. Another reason was accreditation. The OpenText solution is certified by SAP in all relevant categories, while most of the other solutions available are not.

To implement the solution, Maynilad selected long-standing OpenText partner, Delaware Consulting. Delaware worked closely with the Maynilad IT team, implementing the OpenText Document Access solution in the company's development environment. It was then gradually replicated through the different production environments. This gave Maynilad a clear understanding of precisely what was being put in place.

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**Emmanuel Diloy**  
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Maynilad Water Services, Inc.





## Stunning benefits

OpenText Document Access for SAP Solutions allows Maynilad to integrate and fully use the systems it already has in place. ***“With reduced back-up time, 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,”*** said Diloy.

The ability to move historical data from the faster discs to the slower discs allowed the increase of transactions from SAP IS-U, Accounts Receivable and Accounts Payable, the main contributors to the database. In return, from a cost perspective, it was not necessary for Maynilad to buy additional discs for archiving purposes, which lowered cost output.

Maynilad saw impressive results from the implementation including shrinking its SAP database size immediately by almost half—or fully 45 percent. In practical terms, that means the life of the system has been dramatically extended and the need to procure additional storage hardware avoided for at least two to three years.

Extending the life of existing hardware has other benefits beyond merely saving money as it also buys Maynilad time to plan a smooth upgrade path.

Additionally, because of the way the archiving solution is set up where it executes every month, it ensures that database growth occurs in a controlled manner. Accordingly, instead of experiencing increases of two or three per cent each month, the expansion is now contained at a level of less than one per cent—further improving the efficiency and extending the life of Maynilad’s SAP architecture.

## About Delaware Consulting

Delaware Consulting is a fast growing, global consultancy firm providing advanced solutions and services to organizations striving for a sustainable, competitive advantage. As a prime partner for SAP and Microsoft, Delaware Consulting centers its activities around three main pillars: operational excellence, business insights and customer experience. Delaware Consulting employs more than 1,400 professionals across 24 regional offices in Europe, the Middle East, Asia and the Americas.

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## 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](http://opentext.com).

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