Our users have been amazed by the speed of the SAP system since implementing OpenText. Some queries are now completed instantly.

Magda Allan
SAP Business Solutions Manager
PG Group

PG Group reduces costs and improves SAP performance with OpenText

Automotive and building glass manufacturer and distributor reduces SAP database size, dramatically speeding up report production with OpenText™ Data Archiving for SAP® Solutions

Results

- Improved the overall performance of SAP, removing nearly 1TB of data from the SAP database
- Reduced report runtimes from days to hours, some produced immediately
- Lowered the overall cost of ownership with lower storage costs
Established in Cape Town, South Africa in 1897, PG Group produces, distributes and installs automotive and building glass solutions, glass film and aluminum windows. PG Group provides all nine of its divisions with a shared service finance center, heavily reliant on SAP®. Having used SAP for about 10 years, the database size had continued to grow—with little data ever having been removed. This impacted the overall system performance, especially areas related to reporting. Some daily reports such as profitability reports and production reports could take more than a day to run, and in some cases, would fail to run fully as they would time-out. In addition to the performance challenges running ad hoc daily and periodic reports, there were direct costs in adding storage space as well as indirect costs in users’ time waiting for the system to respond to queries.

Magda Allan, SAP Business Solutions manager at PG Group explained further, “As we were using so much space, a lot of transactions were running increasingly slower. Every time we added a new project to SAP, we had to purchase additional expensive storage capacity. We decided to implement OpenText ™ Data Archiving for SAP Solutions to enable us to archive historic data, reduce the size of the SAP database and improve performance.”

Implementing the OpenText solution has allowed PG Group to remove nearly 1 TB of data from its SAP database to date, which was then compressed to around 111 GB by SAP and stored in the OpenText Archive Center. “By removing historic, infrequently used data from SAP to more cost-effective storage, we’ve been able to provide the business with a responsive and efficient system. No data has been sacrificed though, it is all still available to us from within the SAP user interface. OpenText makes it seamless to the user,” said Allan.

As part of the implementation EOH identified opportunities to improve the performance of SAP. This included configuration changes such as correctly updating production order statuses to ‘complete’, ensuring completed orders were correctly archived to OpenText Data Archiving for SAP.

As PG Group plans to move to SAP S/4HANA, this valuable knowledge will be reused. PG Group is also looking into other areas where OpenText can help them streamline operations to improve efficiencies and reduce costs, including OpenText Vendor Invoice Management for SAP Solutions. This will provide automation in the handling of vendor invoices and shipping notices.

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Magda Allan
SAP Business Solutions Manager
PG Group
"The OpenText solution has met expectations and even exceeded them. In some areas, the speed improvements have been greater than we had expected. We can now provide the service the business needs, saving time and money by involving fewer people with less administrative overhead. Even our master data is now better managed—SAP upgrades are faster as there is less data held in SAP and backup and recovery are faster. Overall this has been a very successful project," concluded Allan.

About EOH
EOH is Africa’s largest technology service provider delivering the technology, knowledge, skills and organizational ability critical to Africa’s development and growth. Following the consulting, technology and outsourcing model, it provides high value, end-to-end solutions to its clients in all industry verticals. For more information, please visit www.eoh.co.za