Well Equipped for Everyday Application– EMC² Documentum as SAP Archive

In collaboration with fme AG, Lenzing AG has replaced its old IXOS SAP archive and modified EMC² Documentum, its existing content management system, to serve as an SAP archive. The Documentum infrastructure has been optimized for stability and reliability. The archive data was migrated using »Migration4ArchiveLink«, a proven migration tool from our longstanding partner KGS. In addition, complete documentation was provided and there was no significant downtime.

Starting Point

Lenzing AG has been using IXOS as its SAP archiving solution for several years now. When the project started it contained about 1 terabyte of archive data from SAP. However, there were SAP upgrades planned and the maintenance contract had expired soon so the IXOS Archive was to be replaced with an alternative archiving solution. Since EMC² Documentum has been in use as enterprise content management system (ECM) at Lenzing since 2000, the existing infrastructure was to be used or rather expanded to be also used as archiving solution and the data was to be migrated from the IXOS legacy system.

As an international company, Lenzing Group services the global textile industry and non-textile sector with high-quality, industrially produced (»man-made«) cellulosic fibers and is a leading provider in many business-to-business markets. Their products and services range from fiber pulp, cellulose standard and special fibers, as well as engineering services.

Objective

The main objective was to replace the IXOS Archive as soon as possible because the service contract had expired. The existing Documentum infrastructure was to be used as an archiving solution. The Documentum Archive needed to be fail-safe and stable before going live. Alternatives for the scan client and IXOS Viewer, a system to display archive documents, had to be found when the IXOS Archive was replaced. Further, the archived documents and data should be accessed via SAP only. Furthermore, the replacement of the archive and all affected components was to be done with a minimum of downtime.

Solution

A few architectural changes were required to be able to use the EMC² Documentum Archive as a solution. It was possible to link the two systems by implementing the certified Documentum product »Archive Services for SAP« (AS4SAP). The Documentum infrastructure needed to be upgraded to Documentum version 6.7 SP to ensure the stability and reliability of the system, because the previous version 6.5 was no longer supported by the manufacturer. The database was also changed from Microsoft SQL Server 2005 to SQL Server 2008.
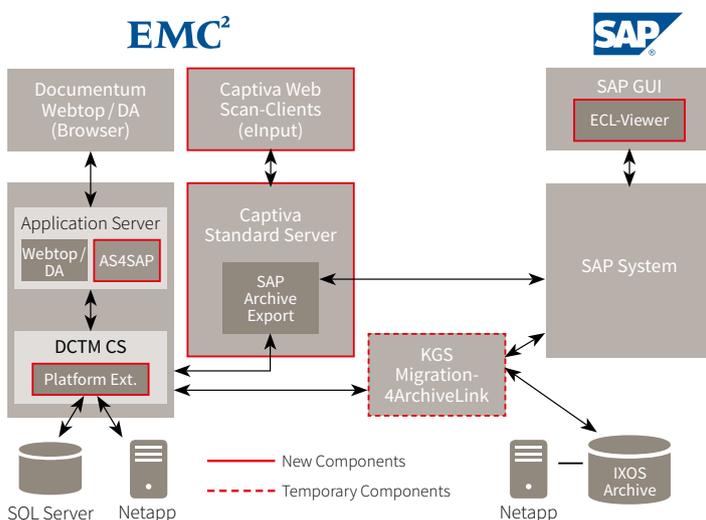
Overview of solution architecture including temporary migration components

The ECM-based components, content and database server were previously run on the same hardware. All components were put on separate hardware to increase reliability and minimize the consequences of a hardware failure. In addition to this division of content and database servers, they were extended to include clusters with at least two nodes each. If one node fails, the whole system will still remain intact. Lenzing chose a solution based on the EMC² Captiva input management system to replace the IXOS scan client. IXOS Viewer was replaced by ECL Viewer in SAP.

All components were designed in advance and validated in a test environment with regard to their requirements in order to guarantee that the archiving solution is migrated smoothly.
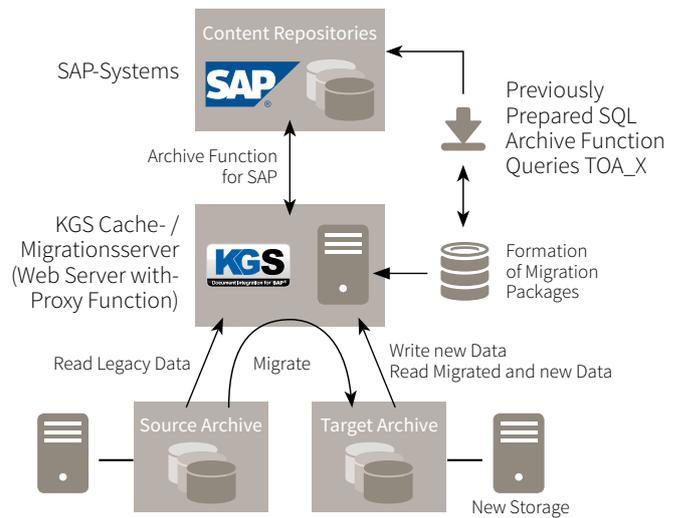
Then, the second step could be implemented – migrate the IXOS Archive to the Documentum Archive using »Migration4ArchiveLink«. The KGS-migration server was temporarily integrated into the Lenzing infrastructure and removed again after the migration was completed. This server allows full traceability of the migration process down to document level, thus ensuring that access to documents and data remains secure.

The architecture, in which the migration tool acts as a kind of proxy server, ensured that the old archive and the SAP system could be accessed as usual during the migration process and downtime was kept to a minimum. The migration itself was done by simply copying the archive content. In the run-up to the migration, fme prepared SQL queries to the corresponding TOA tables in SAP, so that packages could be created according to the migration plan. They then were used by the KGS server as the basis for migration.

The names of the content repositories and document IDs have not changed. The advantage of this is that no adjustments and tests are necessary later on, and all settings, hyperlinks from print lists, and data archives and links to work items remain unchanged. Following the successful migration of all data, the IXOS archive was ultimately decommissioned.

Architecture of KGS Migration4ArchiveLink during the migration of the SAP archive

With the help of fme AG, the project was carried out below budget. The team handled any challenges that arose during the migration process very professionally and with timely solutions. By using a proven migration tool, the SAP archive data was reliably and traceably transferred. The consolidation of document management and SAP archiving to the unified EMC2 Documentum platform will save future maintenance and administration costs.

Technology

- EMC² Documentum Content Server 6.7
- EMC² Documentum Archive Services for SAP 6.7
- EMC² Captiva InputAccel 6.5
- EMC² Captiva eInput 2.2
- ECL Viewer for SAP
- MS SQL Server 2008
- KGS Migration4ArchiveLink

Benefit

- Optimal utilization of existing infrastructure components

- Consolidated unified operating model

- Increased system stability through redundant components

- Reduction in annual maintenance costs

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