



Success story

Delphi

Industry

- Automotive

Solutions

- OpenText™ Data Archiving for SAP® Solutions

Results



Efficient use of IT resources



Business users and auditors have **immediate access to data**



Secure, compliant archived data storage



Online data retention period reduced



Reduced the size of Tier 1 storage



Utilizing cheaper, yet high-availability storage for archived data



Automotive parts manufacturer transforms data archiving with OpenText

Delphi drives efficiencies and savings with OpenText Data Archiving for SAP Solutions

"With Data Archiving for SAP Solutions, the archiving and retrieval runs much faster. In the past, it took weeks and sometimes months to retrieve the data and involved multiple teams and resources. Now, the business can retrieve the data in a couple minutes by themselves without any Sarbanes-Oxley (SOX) exposure."

Paul Harshman

General Accounting Global Process & Finance SAP Center of Excellence Leader



Delphi Automotive PLC is a high-technology company that integrates safer, greener, and more connected solutions for the automotive sector. Headquartered in Gillingham, U.K., Delphi has more than 170,000 employees and operates technical centers, manufacturing sites, and customer support services in 44 countries.

Background

Delphi is driven by a passion for innovation and excellence—its track record for product delivery is 99.5 percent on time with a 99.9 percent quality level. Its employees are committed to meeting the highest standards and are always looking for ways to improve and innovate. From intelligent vehicle technology to driverless vehicles, Delphi is working to make its vision for the future of driving a reality. As a leader and innovator, the company continually strives to optimize operations. Delphi recently transformed its inefficient data archiving and retrieval process with OpenText™ Data Archiving for SAP® Solutions to deliver secure storage and immediate access to its archived SAP data.

Challenges

Overwhelming SAP data growth

To support the majority of its manufacturing and distribution operations, Delphi runs SAP as its core enterprise resource planning (ERP) system. The initial approach taken when managing the storage of the data archived out of SAP was to leverage a combination of the SAP file system and a SQL database. With daily transactions exceeding one million, however, data volumes were outgrowing the company's existing data archiving and storage capacity. Simultaneously, IT resource requirements and administration efforts were increasing while data retrieval effort and system performance deteriorated. In addition, IT support handled the process to retrieve archived data as part of a manual and multi-layered process.

Growing data volumes affected users' ability to work effectively. In some situations, it could take weeks to find data, hours to generate a report, and the resulting data might be incomplete, requiring business users to initiate the process again. Naturally, over time end users became less willing to have data archived, resulting in an increase in the database size and impacts on system performance.

"Initially, we didn't really have an archiving strategy as we were just using the SAP archive to store data into the file system. The archiving and retrieval process was not fully defined and we had difficulties with huge data growth. We just could not keep up. Our database was growing so aggressively and the performance was really poor," explained Juliet Xia, senior global architect solution manager at Delphi.

Solution

Fully integrated SAP solution

Committed to finding a solution, the team at Delphi explored the options for a full archiving and data retrieval tool. After careful consideration, Delphi selected Data Archiving for SAP Solutions as its archiving tool. The solution helps manage the size of the SAP database and ensures continued access to historical data. It securely stores data on a long-term archiving platform and, most importantly, when users need the data it is accessible directly from within the SAP user interface. The solution is fully integrated with SAP applications and extends the value of standard SAP data archiving.

"The main reason for selecting Data Archiving for SAP Solutions was the relationship between OpenText and SAP. Though we were aware of competing solutions at the time, we felt that ultimately, OpenText builds solutions to align with SAP. It's just a close match, and we value the relationship OpenText has with SAP, since we use SAP as our strategic partner as well," said Xia.

"The main benefit is definitely the data archiving and the retrieval process, which is now very streamlined with OpenText. Now, the business user can retrieve data without calling IT, so Data Archiving for SAP Solutions has saved a lot of effort and is much, much quicker."

Juliet Xia
Senior Global Architect
Solution Manager
Delphi

Implementation

With the help of OpenText consultants and Delphi SAP development partners, Delphi put the implementation plan in gear. The team's goal was to set up the infrastructure in OpenText, archive and retrieve data directly from OpenText, migrate historical data from the file systems, implement additional archiving objects, leverage SAP Standard Reports for retrieval and implement SAP's Data Retention Tool (DaRT) in OpenText. The work began with implementing the solution, configuring the systems and migrating the archiving objects from the file systems into OpenText. From there, Delphi started to archive the data directly into the OpenText™ Archive Server and database. Delphi will soon have one archive database to store and retrieve all data.

Benefits

With the solution up and running, Delphi has gained efficiencies by accelerating and streamlining data archiving processes and eliminating the manual processes, allowing IT to be more productive while at the same time reducing risk. ***"The main benefit is definitely the data archiving and the retrieval process, which is now very streamlined with OpenText. Now, the business user can retrieve data without calling IT, so Data Archiving for SAP Solutions has saved a lot of effort and is much, much quicker. The archiving job is running much faster than when we were in the file system infrastructure and the retrieval is definitely 100 percent better than the old retrieval process,"*** stated Xia.

Reduced IT requirements accelerate savings

The new solution has allowed Delphi's IT group to reduce its role in data retrieval requests, which used to require manual, customized IT support. Now business users are in the driver's seat. When they need data, it is instantly available directly from the OpenText-SAP interface. ***"Now, we have a central application. The business can just use this SAP report and run it themselves with the data available at their fingertips. In the past, it took weeks and sometimes months to retrieve the data and involved multiple teams and resources. Now, the business can retrieve the data in a couple of minutes by themselves without any Sarbanes-Oxley (SOX) exposure,"*** said Paul Harshman, General Accounting Global Process & Finance SAP Center of Excellence Leader.

The ease of data retrieval has also allowed Delphi to respond to internal and external audit requests more quickly and effectively. In the past, when Delphi received audit or tax-related data requests, the data extraction process was cumbersome and ineffective. ***"The retrieval process was very painful. The tax auditor might call at any time and ask for sample data. Then they ask for supplemental data. Sometimes it might take us months to find the data—where it is stored, which folder, segment, database—and then try to bring the data back. Sometimes we brought it back and data was missing. Then the auditors would ask for even more until they were satisfied,"*** explained Harshman. Delphi is now using SAP's Data Retention Tool (DaRT) with OpenText, which helps meet legal requirements concerning data retention and data transfer for tax auditing.



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Improved data retention practices

Another benefit of the new solution is that with improved data retrieval performance, IT can archive data more quickly. ***“Because we can retrieve the data quickly now, we’ll also be able to reduce our online data retention period for some objects. In the past, because we couldn’t easily retrieve data, the business wouldn’t allow us to archive data, so we kept all of the data online for three years. Now, because we can retrieve data quickly we should be able to reduce online data retention for some of the areas,”*** said Harshman.

Savings from reduced storage requirements and faster archiving

Delphi is looking forward to additional savings by reducing storage requirements. With Archive Server, data is compressed to about 20 percent of its original size. Overall reduction of data volume can be well over 90 percent. The slimmer database can be managed more efficiently and economically over the long term. ***“Before OpenText, when we started archiving in the file system, the database was not compressed at all and the disk was pretty expensive as well,”*** explains Xia. ***“Currently, in our production system, the size of our online database is still too high. We have some work to do to reduce data size by an additional 40 to 50 percent. With OpenText Data Archiving for SAP Solutions, the archiving job runs much faster which will give us more windows to schedule more jobs, thus archive more data, and eventually reach our target.”***

Secure, compliant data storage

Data files are now secure, accessible, and compliant with requirements for long-term archiving of business data. Prior to the OpenText solution, the business had undertaken additional cost and effort to store data outside of SAP in other databases. ***“Because the business couldn’t trust IT to retrieve data fast enough, they would only agree to extended retention periods (in years), effectively retaining much of the data in the online database. This was an unsustainable practice given the rate of transaction data creation at Delphi,”*** said Xia.

Future

Delphi has its sights set on future opportunities to streamline. ***“We currently don’t have our customer invoices in the archive and retrieval process, so that’s something we are probably going to explore. We will also look at the vendor invoice management process and other financial documentation to archive into OpenText for retrieval as well. Those areas are future opportunities for us,”*** said Harshman.

The road ahead looks clear for Delphi as it continues to transform and improve processes.



About OpenText

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