

OpenText Archiving Solution Enables Leading Retail Company to Manage Explosive Data Growth

OpenText empowers Future Group to manage business critical content through powerful archival and retrieval

Future Group is India's largest home grown, pure-play retail group and owns some of India's most recognizable and affordable retail brands. From hypermarkets and food to electronics and apparel, Future Group captures the entire consumption basket of Indian customers. Retail is at the core of Future Group's business and over the years it has diversified into allied businesses that include everything from retail real estate development to supply chain and logistics infrastructure. With over 300 million footfalls a year, Future Group has a formidable presence with over 70 million square feet of retail space in a widely distributed network across India.

Retail is a 'sunrise' and high growth industry in India stemming from the country's overall economic boom. Driving retail's growth is India's burgeoning middle class, rise in average disposable incomes, heightened brand consciousness and increasing 'consumerism'. Retail is set to get more competitive with a flurry of global retailers making their way to India amid changing investment norms with Foreign Direct Investment (FDI) permissible at various levels of single or multi-brand retail.

Improving database management

Growth comes with its own complexity. Increasing store operations, inventory

management, order management, customer management and service level agreements (SLAs) that confront a typical retail operation, meant that Future Group's SAP® database was starting to reach unmanageable proportions. Legal and regulatory compliance added to the challenge with effective archival and storage increasingly becoming a key business prerequisite.

As Future Group continued its growth trajectory, over time the size of its SAP database grew to over 11 terabytes. In the wake of massive volumes of data being produced every day and as business complexity increased, Future Group accumulated more than 4.5 million material

INDUSTRY

Retail

CUSTOMER

Future Group

PARTNER

Arteria

CHALLENGES

- Voluminous and increasingly unmanageable data : 11 terabytes
- Increasing pressure on archiving data for legal and compliance reasons
- Difficulty in retrieving information directly impacting search ability and business performance

SOLUTION

- OpenText Archiving for SAP® Solutions

BENEFITS

- Leaner SAP database
- Reclaimed over 2 terabytes of disk space
- Reduced hardware costs
- Improved system performance

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VIJAY SHAH,
IT HEAD, FUTURE GROUP

articles directly impacting system performance. As a consequence, the ability to index, search and retrieve data was being increasingly compromised.

Future Group therefore needed a scalable and robust solution which would meet its current and future archiving and data compliance needs over time. "We wanted to not only optimize our storage resources, but also mitigate risk and cost involved in identifying and collecting content from file servers. We needed a solution which would help us effectively hedge against business risk and continuity, integrate seamlessly into our current SAP platform, and eliminate long term content retention or redundancy," says Mr. Vijay Shah, IT Head, Future Group.

Content as a key business asset

Future Group implemented OpenText Archiving for SAP® Solutions to optimize, manage and retain the millions of documents and other material articles it was generating progressively. The organization's goal was to control content at every stage of its life cycle. OpenText Archiving solution optimizes current hardware assets by conserving space on file servers, automating content capture and eliminating redundancy. All content captured from multiple file systems can be accessed directly for operational or legal search requirements.

Once implemented, the solution gave Future Group the ability to quickly and transparently capture information, place content securely in a managed repository for longer term retention, make articles highly searchable on-demand, and ensure content is completely and irrevocably destroyed when appropriate. The solution enables Future Group IT managers to reclaim storage capacity and significantly purge information they need to archive (subject to compliance guidelines).

A key business requirement for Future Group was to integrate its archiving solution with the ECC 5.0 release of SAP's Enterprise Resource Planning suite. The OpenText Archiving solution was able to seamlessly ensure admissibility and integrity of content to meet overall performance objectives. A collaborative effort between Future Group, OpenText, and the implementation partner, Arteria Technologies, ensured that the project was delivered on-time and was backed by a robust migration plan. The over 4.5 million material articles were securely transitioned from the current file system environment into the OpenText managed repository. The OpenText solution supports full, fast and simple archiving for multiple file types and requires no client side installation or installation on the file server.

Consolidating access

Benefits for Future Group were immediate and tangible. The organization now has a much leaner SAP database which is easier to manage and delivers a higher standard of performance. During the first phase of installation, Future Group was able to reclaim 2.3 terabytes of disk space and an additional 2.5 terabytes during the following phase. By capturing content into a centralized repository, Future Group is able to retain information in a more cost-effective environment, reducing IT costs and complexity traditionally associated with file shares.

User experience is at the heart of the OpenText Archiving solution. Files are stored in the archive and are replaced simply by a link to the archived file (located in the file store) with original file icons visible even after archiving to ensure that documents are easy to find and retrieve. Armed with an improved ability to index content, Future Group can automate the retention and disposition of information, simplify searching and retrieval, and quickly put large sets of information on legal and compliance hold.

Future roadmap

Pleased with the outcomes from their OpenText implementation, Future Group is now planning on executing a similar archiving project for its ECC 6.0 platform having already identified archiving objects. As a retail conglomerate, Future Group is intensely focused on enhancing customer experience especially in today's age of the 'empowered customer' with the increasing proliferation of mobile devices with India's close to one billion users.

"An intelligent data repository platform from OpenText gives us the ability to control content and effectively utilize insights to manage our business better. We are able to optimize our technology resources both in terms of budgets and hardware to support strategic business and growth objectives," concludes Shah. ■

ARTERIA®

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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