

Database volume gains maintained with regular and remote monitoring assistance

VERESCENCE

SGD Group completed a very successful archiving project with TJC, gaining significant database volume capacity in their existing system. They want to keep this momentum but needed external and experienced support.

COMPANY HQ:
France

INDUSTRY:
Glass bottle and packaging production

SIZE:
330 million Euros turnover
3,200 employees
1 billion bottles produced every year
4 production sites, 6 sales office
4 countries

>25%

reduction in database size

98%

archiving ratio

Business Need

At the end of 2011, SGD Group had finished an archiving project with TJC Group: 20 archiving objects in 5 countries. The result of this gave them an increase of more than 25% in their database capacity. To maintain this gain in their database system after the archiving project, they recognized the need for a regular archiving in place that will also monitor any anomalies. They also wanted to free up their internal SAP resource from this task and were looking for continued external support with high level of SAP archiving experience.



Solution

- Monthly remote BPO service with quarterly report
- Review and monitor archiving objects and schedules according to agreement with SGD Group
- Annual TJC Expertise onsite has been specifically arranged to agree on necessary action plans following the quarterly reports
- BPO service includes archiving support on demand and proactive remedy or fix whenever possible

Results

1. Freed up internal resources for critical day to day and ad hoc tasks.
2. Automation of archiving process using Archiving Sessions Cockpit (ASC) software.
3. Controlled database growth with no hardware investment required for 5 years.
4. On demand archiving support available to SGD Group.

*Note as of January 2017: SGD Group is now two separate entities - Verescence and SGD Pharma. The strategy to split the database into the two entities is still being discussed.

“During the project, the TJC team showed a true control of all archiving problems and they have consistently met all requirements. All objectives including the schedule were met. Today, TJC ensures the recurrent processes and also archiving support on demand. Deadlines and requests are always met.”

Manuel HUSER, Head of Application Management, DSI-SGD Group