



Informatica Information Lifecycle Management Saves IKON \$1.5 Million

FAST FACTS

BUSINESS INITIATIVES

- Reduce the cost of data storage
- Ensure the company can respond quickly to customer requests

TECHNOLOGY STRATEGY

- Implemented Informatica Data Subset and Informatica Data Archive to effectively manage the various phases of the company's Oracle e-Business Suite application data life cycle—from testing to archiving

NUTS AND BOLTS

- Products: Informatica Data Subset and Informatica Data Archive
- Solutions: Information Lifecycle Management
- Sources: Oracle Applications e-Business Suite 11.5.9

“Informatica is a pioneer, a visionary, and a world leader in Information Lifecycle Management. The effective life-cycle management of our application data lowers IKON’s storage and database costs, improves performance, and ensures we meet the needs of the business. Thanks to Informatica, we’re an anonymous hero here in IT.”

— Anil Roy, director of Oracle operations and support, IKON Office Solutions, Inc.

Consider the IKON Office Solutions Dilemma

In this challenging economic climate, almost every company wants to squeeze the most out of its technology investments and deliver a rapid, valuable return on investment (ROI) in the shortest possible time. So it's easy to imagine how satisfied IKON Office Solutions must be with its Informatica® investment. This visionary document management company is saving almost \$1.5 million over the 2-3 year lease term by dividing its Oracle databases into subsets—equivalent to a complete ROI in only six months. And of course, IKON is simultaneously addressing the growing complexity of managing its production database.

This innovative document management systems and services provider was facing an issue familiar to most companies: spiralling data growth. Migration to a new Oracle e-Business Suite platform was the root cause of the problem, and once copies of the production and test databases were taken into account, the total database size was forecast to reach 80 terabytes—a situation that would quickly overwhelm the company's storage infrastructure, impact user response times, and lead to higher infrastructure costs. It took a visionary Information Lifecycle Management solution from Informatica to save a total of 18.8 terabytes of capacity, reduce the backup window by 25 percent, and help avoid future costs by eliminating spending on additional capacity.

BENEFITS

- Reduced costs by up to \$1.5 million over a 2-3 year lease term, equivalent to an ROI in only six months
- Saved 14 TB of capacity using subsets of data and 4.8 TB by archiving
- Reduced backup window from up to eight hours to six hours—a 25 percent saving
- Helped avoid future costs by eliminating spending on additional capacity
- Ensured performance SLAs are met
- Managed the various phases of the company's application data life cycle
- Replicated user-selected application data readily from production systems into lean, nonproduction systems
- Reduced the time and disk space required when compared with creating a full system/database copy
- Accelerated delivery cycles by decreasing test and development cycle time
- Moved inactive Oracle data to an on-line or off-line format for longer retention
- Helped the IT team understand value of regimented cloning procedures

While the recession appears to shrink almost everything—whether it's share prices, employment, or economic growth—there's one area of business that's growing: data volumes. As companies attempt to battle the recession on one side, on the other they're also faced with combating the relentless, exponential growth in their data. To compound the issue, this data has never been as important as it is today, while the budgets available to manage it are increasingly restricted.

IKON Office Solutions, Inc., a Ricoh company, is a leading provider of innovative document management systems and services. As with so many other companies, it faces this requirement to effectively manage growing data volumes throughout the data life cycle. For IKON, data growth was emanating most apparently from the migration to a new Oracle platform: the Oracle Applications e-Business Suite 11.5.9. Approximately every six months, each of the geographic regions IKON operates in is being migrated to this latest version of the e-Business Suite. Upon completion, the system will provide up to 13,000 concurrent users worldwide with access to the latest enterprise resource planning (ERP) functionality, ranging from account payables, receivables, and advanced supply chain planning to service contracts, order management, and purchasing.

An increase in demand for the firm's copiers, printers, and document management software and systems has played a part in this data growth, influencing the expansion of transaction-intensive Oracle modules, such as order management, field service, and purchase order. Another area also brought the problem of growing data volumes into sharp relief: the creation of copies of the Oracle production environment. For IKON, comprehensive test data management, based on representative real-world test data sets, is an essential ingredient of effective development, testing, training, and

deployment. However, despite the test copies demanding significant storage capacity, only a small subset of the data was typically necessary to complete these activities.

Data Growth Overwhelming the Storage and Database Infrastructure

It was apparent to IKON that the footprint for these transaction-intensive modules would grow at up to two terabytes per year. Once copies of the production databases were taken into account, the total database size might soon reach 80 terabytes—accelerated data growth that would quickly overwhelm the company's storage infrastructure. There would be a serious impact on performance and user response times. Moreover, the exponential data growth would increase system maintenance, lead to higher infrastructure costs, and impact the backup and cloning times.

Anil Roy, director of Oracle operations and support, IKON, explains how these issues would potentially affect day-to-day, customer-facing operations. "Our capacity planning forecasts showed that the Oracle transactions may rise as much as 10 times," he explains. "Because of this, call retention time—which is the time our customers have to wait on the phone—may rise by a considerable amount. Equally, we forecast that order entry time would rise from the preferred 15 seconds to as much as 1 minute. This lack of performance could damage our brand and ultimately lead to customers switching to a competitor."

IKON studied two alternative Information Lifecycle Management (ILM) solutions to tackle the problem: Informatica and Outerbay. "In almost every area we examined as part of the evaluation process, Informatica scored significantly higher," says Roy. "From functional

capabilities, like modules coverage, impact on the batch window, and the ability to handle changing archive policies, to cost and ease of implementation, Informatica displayed vision and breadth of knowledge.”

Effectively Managing Key Phases of the Application Data Life Cycle

IKON deployed Informatica Data Subset™ and Informatica Data Archive™ to effectively manage the various phases of the company’s application data life cycle—from testing to archiving. Using Informatica Data Subset, Roy and his team are able to replicate user-selected application data quickly and easily from IKON’s production systems into lean, nonproduction systems such as development, test, and training environments. This has enabled the company to dramatically reduce the time and disk space required when compared with creating a full system/database copy.

Based on a current production database of 7 terabytes, IKON has downsized this using Informatica Data Subset to 3.5 terabytes. The company has four test instances (including development, test, and training), making a total saving of 14 terabytes.

“We estimate that Informatica is saving IKON up to \$1.5 million over the lease term, which is equivalent to a return on our investment in only six months. The Data Subset solution reduces our costs by shrinking the footprint of nonproduction environments; it automates the creation of smaller databases; and helps avoid future costs by eliminating future spending by IKON on additional capacity,” says Roy. “It also speeds delivery cycles by decreasing our test and development cycle time and enabling more cycles within existing timeframes. Instead of having to hand-code individual business objects and processes—

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which is expensive, resource intensive, and time consuming —Informatica also allows us to reuse data objects for data selection and updating processes, which further reduces our overall total cost of ownership.”

Following this success, IKON has more recently introduced Informatica Data Archive to identify and move inactive Oracle data to an on-line or off-line format for longer retention. Retention policies for the transaction-intensive Oracle e-Business Suite modules have been agreed with the business users for between six months and two years. Then, Roy and his team use Informatica Data Archive to archive modules in the production instances based on the volume of transactional data they create on a daily basis. All transactional data more than two years old where the status is closed is also archived.

Informatica Data Archive Saves 4.8 TB of Capacity

“Informatica Data Archive has transformed the size of our production environment, lowering application total cost of ownership, improving performance, mitigating risk, and ensuring regulatory compliance. For example, the production environment is currently 7 terabytes, and the size of the history is 800 gigabytes. We have six full-size instances, so the total space saved using Informatica Data Archive is 4.8 terabytes,” Roy adds.

Besides the cost savings and smaller database size, other benefits abound. By reducing the size of the production environment, the backup window has been reduced from up to eight hours to six hours—a 25 percent saving. Dividing data into subsets has also helped the IT team understand more clearly the value of regimented cloning procedures. And database performance is now well within the levels agreed with the business, thereby ensuring customer response times and order entry processes take place as quickly as they should.

“Informatica is a pioneer, a visionary, and a world leader in Information Lifecycle Management,” Roy concludes. “The effective life-cycle management of our application data lowers storage and database costs, improves performance, and ensures confidentiality. Thanks to Informatica, we’re an anonymous hero here in IT.”

LEARN MORE

Learn more about the entire Informatica Platform. Visit us at www.informatica.com or call 800.653.3871.

ABOUT INFORMATICA

Informatica enables organizations to operate more efficiently in today’s global information economy by empowering them to access, integrate, and trust all their information assets. As the independent data integration leader, Informatica has a proven track record of success helping the world’s leading companies leverage all their information assets to grow revenues, improve profitability, and increase customer loyalty.



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