



Allergan used SAP Data Archiving to control their data growth in global systems without impacting performance or resources access in the live SAP system.



About Allergan – A Global Pharmaceutical Leader

Allergan is a global pharmaceutical industry leader that develops, manufactures and markets branded patient-based products in four main therapeutic areas: medical aesthetics, eye care, central nervous system and gastroenterology. Allergan has multiple global locations including 40 manufacturing facilities, 27 global research-and-design centers and labs as well as a worldwide marketing/sales offices. The pharmaceutical company produces some of the more well-known pharmaceuticals, including Botox (botulinum toxin), Juvederm (injectable filler), CoolSculpting (Cryolipolysis), Alphagan (brimonidine), Vraylar (cariprazine HCl), Linzess (linaclotide) and Ubrelvy (ubrogepant).



Controlling Global Data Growth

All global pharmaceutical companies have a continual challenge to efficiently store, retrieve, and manage massive amounts of data. Whether invoices, orders, product tracking or label content, storage and use of this data affects all aspects of the businesses. Effective content administration is essential to a company's success, and as the volume of data grows this becomes increasingly difficult. Well-defined archiving strategies then become essential to retain and disposition data

efficiently, preventing an overtaxed database from slowing business process for end users, generating excessive storage costs, and even losing or corrupting files vital for audits and legal discovery requirements.

The Right Partner for the Right Solution

Allergan was facing this challenge in 2019 with their NA1 (North American) and PA1 systems (Global system). Due to sheer size, over 17 terabytes total, the physical storage of the data was the first issue, but they were also facing poor data retrieval performance. Major flaws in the archiving process caused multiple inefficiencies in core data retrieval processes. These flaws caused users to experience longer run times on their queries and processes, eventually impacting revenue.

To find a solution, Allergan needed to find a partner well versed enterprise challenges, global data archiving projects, and complex pharma industry best practices. Fortunately, they turned to Optima ECM, a firm with deep SAP knowledge, extensive database talent, and years of experience implementing data archiving projects in pharma, life sciences and other complex industries.

Allergan and Optima started working together by launching a detailed discovery process. Optima listened to Allergan's needs and identified the strict pharmaceutical compliance requirements (i.e., audit, e-discovery) and internal audit process (i.e., Good Manufacturing Practice and the long-term storage of change logs) required by the project. Once high-level architecture, technology, integration and business processes goals were defined, Optima met with Allergan's lines of business stakeholders to capture and understand their pain points, concerns and specific requirements regarding what needed to be archived and how the retrieval should flow.

Accelerate your
digital transformation



They then progressed through a comprehensive design process to plan an archiving solution that would:

- Reduce overall database volumes
- Limit growth in and between the NA1 and PA1 systems
- Keep total cost of the system in check
- Provide availability of all historic SAP information

But data and performance considerations were only part of the equation. To future proof the system and accommodate growth, the solution needed to also:

- Incorporate and execute complex compliance requirements
- Align with current IT administration best practices
- Ensure proper skill set training was in place
- Incorporate a lifecycle management plan

Optima and Allergan defined the details of the solution incorporating the archive development kit (ADK) that would allow for the use of OpenText Archive Center. This would optimize capability and reduce performance issues of outdated processes and systems. It would also allow Allergan to minimize disruption by maintaining a comprehensive system of record users could continue to use to access audit and eDiscovery requests, while at the same time addressing all data archiving compliance requirements.

Enhanced and Optimized Results

Once the new solution was launched, Allergan immediately saw vast improvements in performance and an immediate reduction in storage costs. The new solution:

- Reduced database size by 10.31 TB between Allergan's North American NA1 (6.11 TB reduction) and Global PA1 (4.2 TB reduction) systems
- Reduced database growth rate
- Reduced overall cost of storage
- Provided consistent system performance
- Mitigated legal liability through proactive lifecycle management
- Maintained document flow and relational navigation between SAP documents
- Increased retrieval speed from various tables including WM/SD processes tables

Key components of this solution were:

Pre-defined archiving objects - Archiving objects are the structure and context of data to be archived. Pre-

defined archiving objects bundle data with standardized specifications for more efficient storage, and increase the performance of the system.

Standard and customized retrieval - SAP excels at standard retrieval by default, but given the many exceptions common within the pharmaceutical industry, Optima ECM architected and implemented custom retrieval functions leveraging the capability of Doculink.

OpenText Archive Server optimization - Allergan already had an OpenText Archive Server in place but systems were not running at peak performance levels. Optima reconfigured, optimized and accelerated the existing environment taking into account the revised data and object models.

Optima achieved further efficiencies by disabling in-place automated archiving, enabling manual backlog archival, and enabling multiple client-based customized reports. Finally, to ensure the long-term success of the initiative, Optima trained the Allergan team to properly monitor and maintain all Archiving configurations.

Lessons Learned

Successful digital transformation projects are complex but can be successful with effective guidance, strategic planning and clear goals. Here are few lessons learned from this project:

- **Identify and Plan for Complex Compliance Requirements**
From the start, ensure your organization understands the compliance requirements you will need to meet. When planning a data archiving solution, organizations must make sure the approach provides data accuracy, reliability, integrity, availability and authenticity of required records and signatures. Poorly planning and implementing these components can result in thousands if not millions of dollars in fees and potential loss of revenue. Pay special attention to any compliance requirements that rigorously demand thorough transaction logs maintenance. The proper execution of this type of logging allows organizations to archive this essential information with little to no impact on end users or daily business processes.

- **Prepare a Comprehensive Change Management Program**

A successful data archiving implementation requires input, buy in and support of many key people. Make sure all applicable roles and departments are consulted and have committed to the project's success. Select an Executive Sponsor or advisory board of key stakeholders to provide input throughout the process. Optima ECM's proven methodology incorporates a comprehensive change management strategy to educate and accelerate the transition to new processes and workflows.

- **Use Industry Standard Archiving Objects**

Instead of customized workflows, take advantage of SAP's proven processes that are designed to manage information in large quantities. When leveraged properly, these processes improve performance and reduce storage costs.

- **Understand Future Retrieval Requirements**

End users must be able to retrieve archived data within the context that it was originally saved. This means all associated aspects of such data must be maintained: data relationships, links, documents, and attachments.



Conclusion

It's essential to understand and plan for the full lifecycle of information, content, and business data and incorporate it into long-term IT roadmaps. Poor database archiving strategies can affect system performance, reduce end user efficiency, and create compliance risks; all resulting in lost revenue and possible unnecessary legal risk.

About Optima ECM Consulting

Optima ECM is a global company centered on Enterprise Content Management strategies and business solutions for Compliance, Optimization, Revenue Enhancement and Collaboration. We can help you with:

- **Strategy & Planning**

Define and prioritize a strategic end-to-end ECM vision to link disparate data and content sources, supercharging the value of your content. Extract invaluable business insights to initiate a comprehensive digital transformation and accelerate your future success.

- **Redesigning a Better Business Solution**

Improve the way you do business by aligning and optimizing your unique content with legacy business processes, technology, and people. Increase efficiency, productivity and transparency at every point in your most mission-critical value chains.

- **Unleashing the Power of Technology**

We help you solve the technology question. Leverage our deep experience in selection, implementation and roll-out of best-in-class software from SAP & OpenText to deliver streamlined and integrated solutions. Boost the productivity of your entire organization today and accelerate your progress to tomorrow's goals.

- **Optimizing & Sustaining Your Systems**

Reduce risk, safeguard your systems and create an adaptable enterprise to accelerate your company's performance. Monitor and act upon real-time system and data insights for continual enterprise improvement. We also provide tailor-made support to ensure system uptime and on-demand operations team capacity with the expert skills you require.

We ensure our clients increase productivity, improve customer service and reduce operational costs while increasing compliance levels with superior solutions using SAP, the OpenText Content Suite and SAP ECM Solutions by OpenText.

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