# Case Study: Implementing Database Archiving for Baan ERP Running on Informix

## Diebold Incorporated

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# Introduction

- **Diebold Incorporated**

  - Integrated self-service delivery and security systems and services

  - Founded 1859, based in North Canton, Ohio

  - NYSE: DBD – FY2007 sales of $2.9b

- **Over 17,000 employees**

- **Global Presence - in nearly 90 countries worldwide**

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# Problem

- **Informix/Baan System supporting North America Supply Chain is aging and database is large, causing performance concerns**

  - Database had grown to 3TB

    - With development, pre-production, and testing – several instances

  - Performance further impacted by product use of hash indexing which scans the whole database

- **Business negatively impacted from increased application availability problems and performance degradation**

  - Affecting production line efficiency

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# Application Environment

- **Technical items**

  - OS:  HP-UX 11.0

  - Database:  Informix 9.21.fc7

  - Application – Baan 4.0c

  - Modules for archiving include:

    - Accounts Payable

    - Cash Management

    - Inventory

    - General Ledger

    - Purchasing

    - Sales/ Shipment Management

# Objective

- **Goals of the implementation**

  - Keep the application stable until migration to Oracle E-Business can occur

  - Improve application availability and performance by reducing the size of the production database

  - Maintain availability of the historical data for the business

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# Alternatives Considered

- Use the Baan archiving tools (problematic)

- Upgrade the environment

- Purge data from the database

- Migrate immediately to Oracle E-Business

- Purchase a commercial database archiving tool
  – Evaluated Princeton Softech and Solix solutions
  – Neither had archiving templates for Baan ERP

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# Approach

- **Solix was selected for their database archiving solution and willingness to partner**

  – Solix agreed to invest and build Baan application archiving templates as part of the project

    • Engaged experts in Baan and Informix as part of the project

  – Solix people were on-site at Diebold

  – Project was 80% consulting, 20% software

- **Diebold still needed to commit staff with knowledge of the business to project**

  – Scoping/ re-scoping the effort

  – Manage production migration

  – Determine who would have access to archive database

# Results

- **System functioning properly – can now migrate to Oracle per schedule**

  – Archiving in production for 4 of 6 modules to-date

- **Took several months (Internal resource issue)**

  – 4-5 in-house staff for each module, on a part-time basis

  - 1-2 on-site Solix consultants, plus their support staff

- **Cost – over $100k plus database and hardware resources**

  – Using additional disk capacity for the archive data

# Critical Success Factors: Lessons Learned

- Scope effort and resource availability in determining the project schedule

- Internal project conflicts were the biggest barrier to timely implementation

- Project difficulty was about as expected

- Very cooperative vendor. After testing, minimal production issues occurred

  - Good archive audit records

  - Ability to "de-archive" if needed

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# Recommendations

- If implementing archiving for an application where archiving templates are not already available, plan for more internal resources for the project and to pay for consultants to assist

- Chose vendor with database archiving tools, experience, and flexibility

- Ensure key internal staff (with business knowledge) are available

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