



## InfraServ Gendorf

State-of-the-art content management and archiving solutions drive new efficiencies and improved client service

### Benefits

- Reduced IT costs through replacement of inefficient and outmoded systems
- Instant access to CAD drawings and other financial documents throughout the enterprise
- Seamless archiving of critical information
- Better client service through improved internal processes and more immediate information access

### Business overview

InfraServ Gendorf (ISG) is the operator of the Industrial Park Werk GENDORF, located in Germany's "Chemical Triangle" in Southeast Bavaria. Created in 1998 from the central services department of Hoechst AG, ISG provides a wide range of site management services for 20 chemical and chemical-related companies, representing more than 4,000 employees. GENDORF companies specialize in basic and special chemistry as well as high-performance plastics, energy supply, and services.

ISG services include energy, logistics, maintenance, environmental protection, safety and waste management, energy and media supply, education and consultation, and facility management. The company also offers a full range of services to external customers, including medium and large commercial and industrial companies as well as local governments and public authorities. With headquarters in Burgkirchen, Germany, ISG has more than 900 employees.

### Challenges

For ISG, keeping 20 chemical companies running smoothly and providing the highest levels of service to each depends on the ability to store, access, and manage massive amounts of documents and data. In the technical services department, for instance, CAD drawings pertaining to the planning, construction, installation, and maintenance of clients' industrial plants are generated in the MicroStation CAD environment. All information about the projects and their equipment, from design and construction documentation to building and operation, must be stored as 3-D models.

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## Business profile

### InfraServ Gendorf

Site management company for 20 chemical firms in the German “Chemical Triangle”

### Industry

Chemicals manufacturing

### Geographies

Headquarters in Burgkirchen, Germany, with operations in neighboring cities of Burghausen, Töging, and Trostberg

### Business solution

Content management and archiving

### EMC products

EMC Documentum content management platform, EMC Centera

### Deployment summary

Enterprise system for storing, accessing, and archiving critical business documents and CAD drawings

### EMC Partner

EMC Global Services

## *Disconnected systems; exploding data*

Previously, company documents were stored and managed in two separate and disconnected environments. SAP® data was archived on an Open Text/IXOS system, and an early version of the EMC® Documentum® document management system housed the 3-D engineering drawings generated with MicroStation. “There were very high costs related to Open Text/IXOS, particularly for service, so it became critical that we either update or replace the application,” said Detlef Boehm, ITP manager in the company’s Central Unit Business Services.

ISG also wanted to consolidate the IT infrastructure in order to deal more effectively with increasing volumes of data, and to implement a more effective archiving and storage strategy. “Every year, data on our file servers expands by 20 percent. Just the employees’ Microsoft applications and the SAP data represent a significant portion of this growth,” said Boehm. “Our old storage systems were rapidly reaching capacity.”

## *Improving responsiveness to client requests*

Another objective of the IT consolidation was to increase the availability of information needed for decision support, and reduce the time required for employees to find and retrieve the documents they needed. “We are service providers. The interests of our clients are at the core of all our considerations and investments,” said Boehm. “Our goal was to improve the flow of work throughout the enterprise and give our managers immediate access to the information they needed to respond to client concerns as quickly as possible.”

## EMC solution

At the core of ISG’s newly consolidated IT infrastructure is the EMC Documentum content management platform, which provides a centralized repository for the full range of business documents, from CAD and engineering drawings to insurance contracts. EMC Documentum works in tandem with EMC Centera™, a content-addressed storage solution for long-term archiving of fixed content. Now, two mirrored 320-gigabyte Centera devices provide archiving and ensure ongoing availability of the technical services documents and drawings. EMC Global Services provided implementation services for the project and handled the migration from Open Text/IXOS to Documentum.

“EMC Documentum has become the third pillar—joining SAP and Microsoft—in our overall IT strategy,” said Boehm. “The new solution offers clear advantages for document archiving for our MicroStation CAD environment, and it was integrated without problems into the ISG IT landscape.”

## *Seamless access and archiving*

Within only 3 months, ISG was able to migrate 1.6 million documents, 30,000 CAD drawings, and various SAP printlists to the new environment. “Such a huge IT project always has its ups and downs, but we were able to depend on the support of EMC,” said Boehm.

The archiving system based on EMC Centera has met ISG’s critical requirement to be able to seamlessly archive all business-critical documents, from anywhere in the company. Now all business units can archive not only technical drawings for facilities construction but also all the documents from Microsoft applications, as well as up to a thousand more specialized software systems that generate documents in other formats.

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### *The benefits of a streamlined IT environment*

The new EMC-based system is only the first phase in ISG's long-term program to continue to consolidate IT functionality and improve overall workflows within the company. Already, the company has benefited from the lower operating costs and greater efficiencies in internal processes. "As an all-around service provider, our ability to provide the highest levels of client support depends on an optimal IT environment, and EMC Documentum and Centera are critical links in that strategy," said Boehm.

ISG has now moved to the second phase of the IT consolidation program, which has a primary goal of improving the security of business correspondence, e-mail, planning documents, and contracts. The company is also working on upgrading file servers and archiving in smaller units to fulfill the requests of clients and employees for more rapid access to data.

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**Detlef Boehm, ITP Manager, Central Unit Business Services**

"Working with EMC on consolidation, our objective is to support a greater range of functionalities with the smallest configuration of systems possible, and to continue to replace obsolete systems," said Boehm. "Into the future, we will be constantly expanding and adjusting our IT infrastructure in response to client requests, and the scalability of the EMC solutions will help make that happen."

### **Summary**

With the EMC Documentum content management platform and the EMC Centera archiving solution at the core, ISG's IT consolidation program has enabled faster and easier access to critical business documents and yielded significant cost savings and new internal efficiencies. The net result is better responsiveness to client needs and overall improvements in service, important success factors for this major chemical-industry service provider.

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## About EMC

EMC Corporation (NYSE:EMC) is the world leader in products, services, and solutions for information storage and management. Through information lifecycle management (ILM) strategies, EMC helps enterprises of all sizes manage their growing volumes of information—from creation to disposal—according to its changing value. EMC information infrastructure solutions are at the heart of this mission, helping organizations manage, use, protect, and share their information assets more efficiently and cost-effectively. The result? Information with greater business value and at lower management cost.



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