

IBM and SAP archiving and data management solutions for Insurance



Highlights

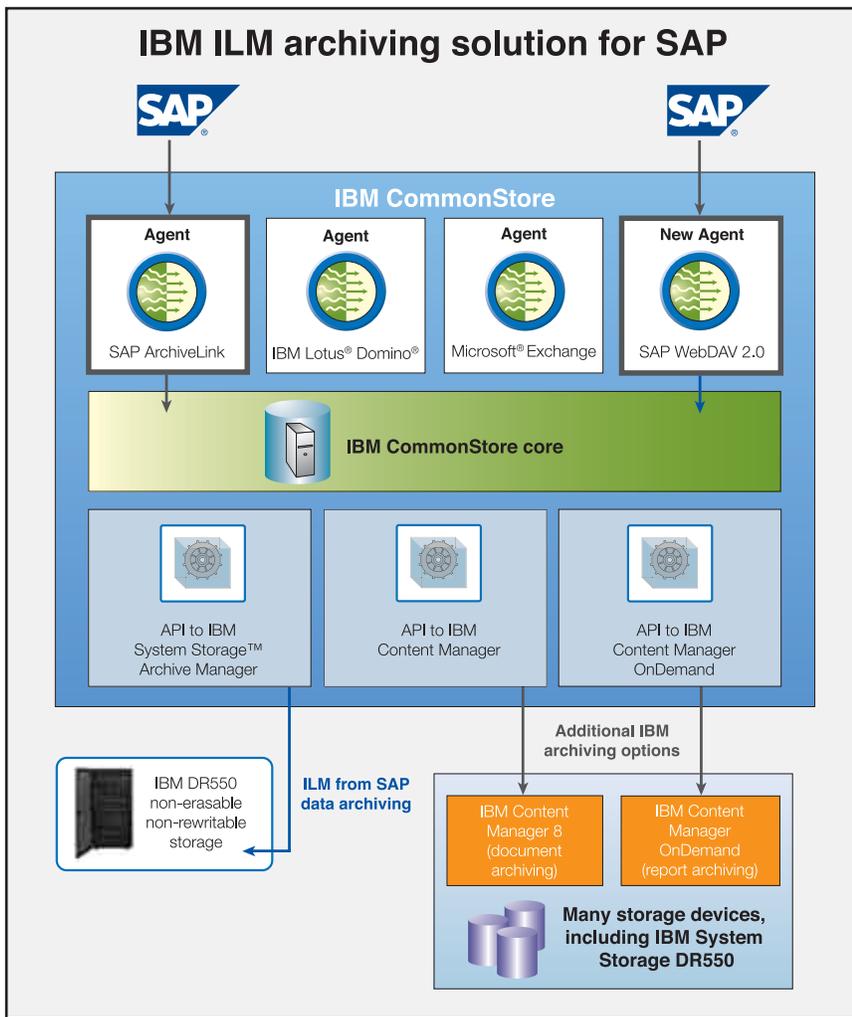
- *Provide quick, easy access to integrated archives of SAP and non-SAP business content—documents and data*
- *Protect offloaded data within a secure storage disk or tape system*
- *Address the risk and compliance needs of global insurers by assisting clients with meeting regulatory requirements*

IBM® Information Lifecycle Management (ILM) solutions for SAP help global insurers effectively manage risk and compliance issues in an environment of expanding regulatory requirements and standards, emerging risks, and increased use of partners in a decentralized, componentized business structure.

ILM is important for Global Insurers using policies, processes, practices, and tools to cost-effectively align the business value of information with their

SAP IT infrastructure. The IBM System Storage™ Archive solution for SAP helps align Insurance SAP information with business processes through management of retention policies and service levels to help ensure insurance data is available, accessible, compliant and protected. This solution retains vital insurance data for future reference and addresses some of today's biggest implementation challenges for regulatory compliance with secure access to reliable risk, financial and customer data.

Data retention and management are two essential functions of ILM. This is important to insurance companies as reporting capabilities are driven by increased scrutiny of financial reporting by regulators, increased transparency of financial data required by company executives, increased needs for an enterprise-wide view of financial data to assess risk, and dynamic access to financial data demanded by CEOs and CFOs.



IBM archiving solution stack for SAP

Reliable data is critical to meeting insurance regulations such as Sarbanes-Oxley, Solvency II, International Financial Reporting Standards (IFRS) and International Accounting Standards (IAS). For example, compliance with Sarbanes-Oxley Section 404 requires a fine-grained reporting capability, down to the transaction level of every internal business process across the organization.

Effective implementation of these ILM functions helps global insurers improve SAP IT production performance, improve TCO, improve legal compliance and mitigate IT risks. SAP has recognized these needs by creating its new product, ILM from SAP, as part of the SAP NetWeaver stack. With ILM from

SAP, data retention management starts at the moment a data management class is assigned to a newly created data object. The assigned management class applies SAP policy information, like business and regulatory rules, to the data object throughout its lifecycle, from creation through expiration to deletion.

SAP's Information Retention Manager (IRM), a key component of ILM from SAP, is the central tool for setting up and managing retention policies and uses the SAP WebDAV Storage Interface as an open-standard interface based on HTML. The WebDAV (Web-based Distributed Authoring and Versioning) interface allows insurance clients to perform remote Web content authoring operations such as creating a framework and set of retention rules, along with enforcing those rules for both structured and unstructured SAP data.

Maximizing and sustaining ILM efficiency involves leveraging storage tiers to support information classes and service levels. **The IBM Archiving Solution for SAP** includes the award-winning **IBM System Storage DR550**, together with **IBM CommonStore for SAP**, and enables alignment of SAP information business value with the most appropriate and cost-effective IT infrastructure.

IBM System Storage DR550

The IBM System Storage DR550 uniquely stores insurance data as protected objects into the data management layer using DR550 IBM System Storage Archive Manager software. The IBM solution helps pay for itself quickly during long archiving periods, as insurance data that usually outlives disk or optical media can use IBM longer-lasting tape storage capabilities.

The DR550 is an award-winning, industry-proven information retention solution. It is designed to help global insurers meet the growing challenge of managing and protecting business insurance information for long periods while providing operational efficiency. The DR550 can scale up to 224 TB of physical disk storage and to petabytes with attached tape systems.

DR550 is designed to provide:

- **Lower TCO with flexible storage tiering.** *It is costly to keep all archived insurance data in more expensive nearline or production storage throughout its retention period. DR550 offers the capability to support and manage cost-effective tiers of storage (disk, tape and optical).*

- **Migration.** *DR550 is designed to support data migration capabilities to move data from disk to tape and between infrastructure upgrades without disruption while maintaining data immutability. Migrations can be automated or scheduled for off hours and can be performed by the customer or as a service.*
- **Non-erasable, non-rewriteable archival storage.** *DR550 offers non-rewritable, non-erasable storage controls to prevent deletion or alteration of data stored on the system until deletion is permitted by retention policy.*
- **Security and protection through data encryption and data shredding options.** *DR550 provides data encryption options (128 bit AES or 56 bit DES technology) to help global insurers protect their data when transmitted over the network or saved to disk or tape. Data is encrypted prior to transmission and remains encrypted in the DR550, including backup copies. After the data has expired according to defined corporate or regulatory policy, the deleted data can be destroyed via an optional shredding feature. Shredding is designed to explicitly overwrite the deleted data to make it impossible to discover or reconstruct that data later.*

- **Interoperability.** *In addition to IBM CommonStore, IBM Content Manager, IBM FileNet® Image Services, IBM Optim™ (formerly Princeton Softech) and other IBM software offerings, over 30 third-party vendors (ISV) are certified users of the IBM DR550 for archiving and data retention: <http://www-03.ibm.com/systems/storage/disk/dr/interop.html>*

IBM CommonStore for SAP (CSSAP)

A new version of the IBM SAP archiving solution component, IBM CommonStore for SAP, Version 8.4, delivers archiving that goes beyond simply trimming the size of SAP databases. Building on SAP's previous ArchiveLink API functionality associated with SAP's R/3 releases, and leveraging the new SAP WebDAV Storage Interface, CSSAP v8.4 enables SAP-directed and storage-enforced retention periods and legal holds to be placed on SAP transaction data archived directly to the IBM DR550 via its System Storage Archive Manager interface. This new ILM retention management capability also provides critical support for eDiscovery operations in the event of a legal challenge.

Beyond basic data archiving, CommonStore for SAP software provides document management capabilities, so insurers can manage a wide range of SAP-related information. By linking archived documents to SAP business objects, CommonStore for SAP software is designed to make business documents—from purchase orders to insurance policies—available to authorized users anywhere on the network. So multiple users can have secure, parallel access to documents, and authorized users can have access to documents without the delay caused by paper-based archive inquiries.

IBM CommonStore for SAP delivers:

- **Integration.** *IBM fully supports SAP's new ILM from SAP (BC-ILM 2.0) specification, made possible by IBM's support for SAP's WebDAV Storage Interface. These features enable insurers to place SAP-directed, IBM-orchestrated retention periods and legal holds on archived SAP transaction data, and help insurers better meet their compliance needs.*

- **Fully integrated with IBM Content Manager suite** *(optional). Enables insurers to manage SAP content along with other content types, presenting all related information, from e-mails, images and faxes to SAP and non-SAP users and applications, and also leveraging content from within SAP Workflow.*
- **External access to SAP documents.** *The CSSAP Index Transfer feature enables users to find and retrieve archived SAP system documents without an SAP GUI client.*
- **Bulk archiving for printed documents.** *IBM CommonStore can archive electronic copies of insurance printouts and link the archived documents to the corresponding SAP business objects. This linkage ensures that insurance documents are archived in the same format as originally sent, and that insurers can still access them from SAP.*

By integrating SAP and non-SAP business content into a single archive, the IBM archiving solution for SAP helps improve the efficiency of global insurers. Production performance increases because data accessed infrequently is effectively archived. Insurance information is securely protected and accessible when needed, independent of application, helping you to comply with company and regulatory policies and rules while enabling insurers to respond quickly to the demands of their employees, customers, partners and suppliers.

Additionally, the IBM archiving solution for SAP can be easily extended for e-mail archiving. IBM CommonStore and IBM DR550 support Lotus® Domino® as well as Microsoft® Exchange. For more information on the IBM archiving solution for e-mail please visit: <http://www-01.ibm.com/software/data/commonstore/> and <ftp://ftp.software.ibm.com/software/data/cmgr/pdf/cslotus82.PDF>



For more information

To learn more about the IBM archiving and data retention management solution for SAP please contact your IBM sales representative or IBM Business Partner, or visit the following Web sites:

- ibm.com/software/data/commonstore/sap/
- ibm.com/systems/storage/disk/dr/index.html
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When referring to storage capacity, 1 TB equals total GB divided by 1000; accessible capacity may be less.

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