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# intelligent SAP and SharePoint archiving with kgs and tia<sup>®</sup>

KGS Software GmbH, headquartered in Neu-Isenburg near Frankfurt am Main, has been a trusted digital archiving specialist for top companies worldwide for over 25 years. Data and attachments from SAP, as well as attachments from other leading applications such as SharePoint, are migrated and archived using efficient and streamlined software.

Under the brand "tia<sup>®</sup>" – the intelligent archive – kgs brings together all product modules into a unified vision of an intelligent document and attachment archive. tia<sup>®</sup> represents autonomous archiving, is compatible with various applications, storage solutions, and cloud technologies, and provides companies with a Single Point of Truth (SPoT) for document access. Since 2005, kgs has been globally certifying ArchiveLink<sup>®</sup> and ILM interfaces for SAP and is recognized as a SAP Value Added Solutions Partner. Additionally, the tia<sup>®</sup> CMIS interface became the first in the market to receive official SAP certification in 2022.

Top companies have relied on solutions from kgs for over 25 years.



*"With the kgs solution, we're technically ahead of the game. Document access is incredibly fast—even with 500 million documents, that's saying a lot (...)."*

Armin Rehm / Service Manager DMS at EnBW



*"The subscription principle not only offers us a high degree of flexibility, but also attractive graduation and scalability (...)."*

Alexander Frick / Director Operational Procurement at Lufthansa Group

- ... SAP is a leading application in your company?
- ... you are looking for an alternative solution for your data and document management?
- ... you want to save costs?
- ... you are planning to switch to S/4HANA and would like to rethink your archiving strategy beforehand?

# future ready?

Action is required!

## Cloud-native set-up

Moving to the cloud is at the top of many companies' to-do lists. The cloud-optimized interface standard CMIS definitely meets the needs of SAP managers. The CMIS interface from KGS was the first in the world to be certified by SAP - so you are always well advised by us.

## On-Premises, Hybrid, or Cloud?

ArchiveLink will not survive the cloud age. Nevertheless, we know: Switching from on-premises to 100% cloud is not always easy. We have therefore developed hybrid models with many of our customers to make the transition as smart and user-friendly as possible - also with a view to SAP S/4HANA.

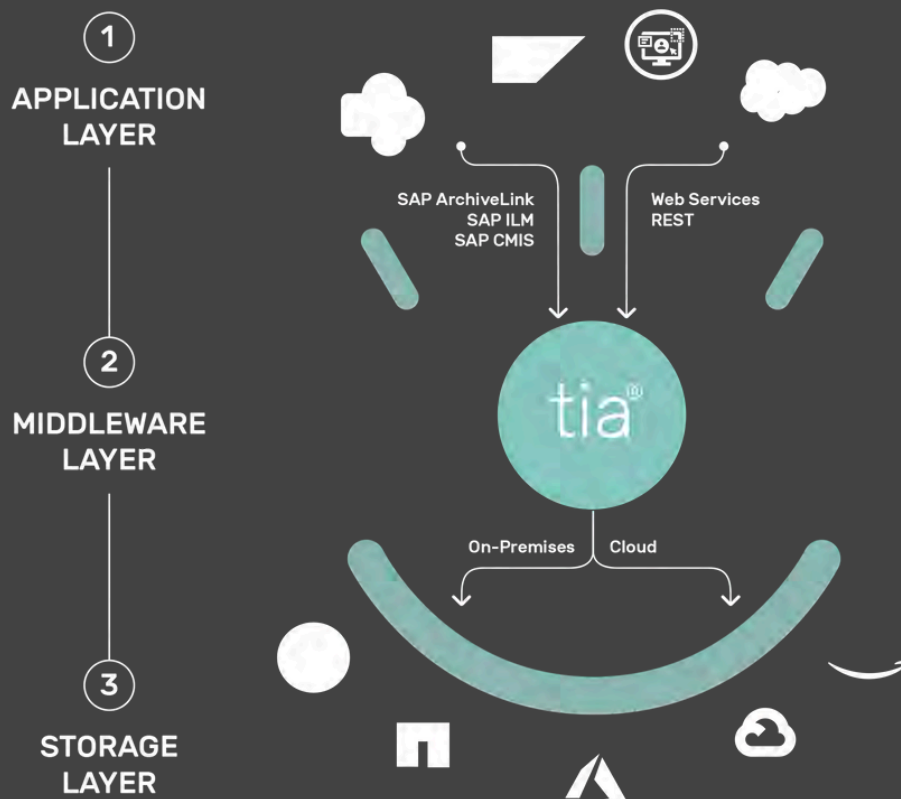
## Welcome to SAP S/4HANA

Is the move to SAP S/4HANA imminent? It's worth reviewing the archiving landscape before the transformation. Streamlining your architecture ahead of the transition can improve processes and reduce costs.

## Bye ECM/DMS

Our customers have found that smart, streamlined archiving of their SAP data and documents can fully replace their functionally overloaded, costly DM/ECM systems. The ROI is quickly calculated, and the migration is completed without limitations.

tia<sup>®</sup> - the lean middleware enables legally compliant and audit-proof archiving



# checklist

## Successful SAP S/4HANA Transformation: The Key Role of Archiving

The move into the SAP S/4HANA world is a top priority for many SAP managers. Those who rethink their archiving strategy before starting the switch can save valuable time, costs, and effort. **SAP managers should ask themselves the following questions before starting the transition. Take the check now!**

### 1 Assessment of Archived Data

Which data and attachments are currently archived and should be reviewed? It is essential to ensure that your data is structured and ready for transformation. Avoid transferring "data graveyards" into the new environment.

Are all retention periods being complied with? Now is a good opportunity to review your data management practices and ensure they meet current requirements (GoBD, GDPR).

### 2 Integrate Archiving into the Transformation

Are you planning to actively integrate archiving into your transformation? Archiving data after the transfer can help minimize the data footprint. Intelligent archiving solutions like tia® also contribute to streamlining your system landscape and creating space for new applications.

### 3 Homogenization and Simplification

Can your existing IT landscape be simplified and made more homogeneous? This is a great opportunity to implement new use cases supported by an optimized archiving solution. Not only does this facilitate the transition, but it also increases efficiency.



*Customer projects demonstrate that the transition to SAP S/4HANA can be significantly simplified by fully leveraging the potential of archiving in advance.*

Benny Schröder / CTO at KGS Software GmbH

### 4 Review Data Quality and Relevance

Which data actually needs to be migrated? Can irrelevant data be offloaded or deleted to reduce the burden on the new system? Intelligent archiving solutions like tia® provide automated tools to efficiently manage irrelevant data.

### 5 Ensure Technological Sustainability

Are your systems ready for the future? Take this opportunity to transition from ArchiveLink® to CMIS or prepare for it, and ensure your systems are SAP S/4HANA-ready.

### 6 Cloud Capability and Scalability

Are your archiving solutions already cloud-oriented? Cloud and hybrid archiving solutions provide the flexibility and scalability that companies need for the future. kgs offers solutions that integrate seamlessly with SAP S/4HANA and are cloud-ready.

## 7 Ensure Security and Compliance

Does your archiving comply with current GDPR requirements? Consider SAP ILM and ensure your solution meets legal requirements for data protection and archiving.

Are you already using encryption and access controls to ensure the security of archived data?

## 8 Cost Reduction and Efficiency Improvement

Are you managing the costs of the SAP S/4HANA in-memory database effectively? An archiving solution can significantly reduce costs by storing data outside the expensive SAP infrastructure.

A well-thought-out archiving strategy eases the load on your SAP S/4HANA environment and reduces storage requirements. An efficient archiving system also enhances performance and sustainably lowers operational costs.

## 9 Boost System Performance and User Satisfaction

Without effective archiving, the performance of your SAP environment may decline, leading to longer response times and a poorer user experience.

## 10 Plan and Execute Migration

Do you have a plan for integrating archived data into your SAP S/4HANA environment? A well-thought-out archiving strategy ensures a smooth transition without unnecessarily burdening your system landscape.

A scalable archiving system like tia® from kgs supports a seamless migration and ensures that your data remains easily accessible and securely archived even after the transformation.

**A well-thought-out archiving strategy is an essential component of any SAP S/4HANA transformation. With solutions like tia®, kgs offers intelligent and scalable archiving systems. How many items on the checklist are still pending for you? kgs is happy to support you in preparing your archive for the SAP S/4HANA transformation.**

## About kgs

KGS Software GmbH has been a leader in SAP archiving for over 25 years, offering the highest level of expertise. Leading companies worldwide – such as Lufthansa Group, Procter & Gamble, BMW, and Kärcher – rely on kgs solutions. Data, documents and attachments from SAP, as well as attachments from other leading applications like Microsoft SharePoint, are migrated and archived using cloud-native, high-performance software.

Under the brand "tia®" – the intelligent archive – kgs unites all product modules under a common vision of the intelligent document archive. tia® stands for autonomous archiving, is compatible with any applications, storage solutions, and cloud technologies, and provides companies with a Single Point of Truth (SPoT) for document access. tia® supports the SAP certified interfaces ArchiveLink®, ILM, and CMIS. With the world's first SAP-certified CMIS interface, kgs' technological leadership in document management was once again confirmed in 2022.

kgs is headquartered in Neu-Isenburg near Frankfurt am Main, with a branch in Atlanta, Georgia.

[www.kgs-software.com](http://www.kgs-software.com)

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# tia<sup>®</sup> Content Server

The tia<sup>®</sup> Content Server is a high-performance archive that enables legally compliant and audit-proof archiving of data, attachments, and print lists from SAP as well as other applications, such as Microsoft SharePoint. It can be connected via CMIS, ArchiveLink<sup>®</sup>, and ILM interfaces, supporting both on-premise and cloud environments. Hybrid solutions are also easy to implement. Thanks to its thoughtful scalability, the archive allows flexible adaptation to changing requirements. Naturally, the tia<sup>®</sup> Content Server is also compatible with SAP S/4HANA.

## Advantages



### Secure and Certified

As a long-standing SAP partner, we are always at the forefront of innovation. All our interfaces are certified by SAP – most recently, our CMIS interface became the first globally to achieve certification. This provides the foundation for legally compliant and audit-proof archiving.



### Flexible and Modern

The solution is designed for both on-premises operation and use in cloud and hybrid scenarios, offering maximum flexibility.



### Streamlined and User-Friendly

Unlike traditional ECM/DM systems, the Content Server deliberately omits functions already provided by the ERP. Installation and administration effort is minimal, and management is possible with basic SAP know-how.

## In Practice

Concrete use cases\* and customer feedback demonstrate that the use of tia<sup>®</sup> can bring numerous improvements to the IT landscape:



Cost savings through the elimination of ECM/DM systems: For our customer Trumpf, the cost ratio compared to the previous solution after migrating to tia<sup>®</sup> was 1:10.



Rethink archiving strategy before the S/4HANA move and simplify the transition: kgs customer Aachener Grundvermögen implemented a hybrid model before the migration, making the transformation significantly easier.



Scalability through flexibility: Corporations like Lufthansa Group value the scalability of the Content Server, allowing them to better adapt their archive to new conditions. The kgs subscription model is a perfect fit for this approach.

\*The mentioned projects and additional reference reports can be found on our website at:

# Highlights

## Cloud-native and Flexible:

- Cloud-native operation on all major hyperscalers (e.g., MS Azure, GCP, AWS).
- Easily usable in hybrid scenarios or on-premises environments.

## Stateless:

- Flexible scaling ("pop-up archive") as needed - for example, three Content Servers during high demand, with the option to scale down individual servers afterward. This ensures high availability is easily achievable.

## Container-Delivery:

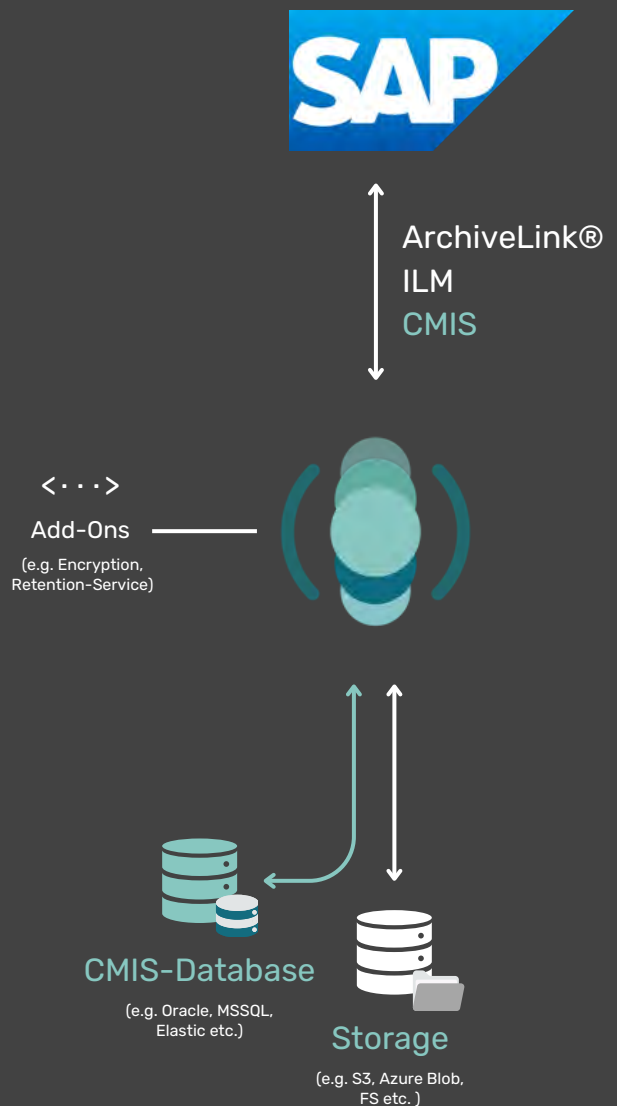
- Software delivery follows security best practices and is preconfigured in the customer's individual environment. The container includes everything needed for the specific environment.

## Tested:

- The software is tested with hundreds of automated tests. Automated testing of customer-specific solutions is also possible thanks to the container setup.

## Simplified:

- Managed identity and integration into the company's login structure are possible (OpenID Connect) > Encryption + Virus scanning at REST.



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# tia® CMIS

## Ready for CMIS?

Content Management Interoperability Services (CMIS) is a groundbreaking standard for the comprehensive use of document management systems (DMS), and also specifically for archiving. CMIS activities serve the purpose of enabling the seamless internal and external use of the various corporate document management systems and all associated documents. The standardized interface is gaining ever more traction and is slowly but surely replacing ArchiveLink®. This transition from ArchiveLink® to CMIS is an easy process with kgs tia®: The entire ArchiveLink® landscape is made CMIS-ready both quickly and in a legally compliant

manner, or existing archive systems are replaced. CMIS is suitable for any system and is not restricted to SAP environments.



Armin Rehm / Service Manager / EnBW Energie Baden-Württemberg AG



***The change in the IT landscape, the changing framework conditions and new technical possibilities also require new interfaces***

## At a glance

- tia® is the perfect tool for making the transition from ArchiveLink® to CMIS
- Full support for CMIS-based archiving with S/4HANA, on-premises, private or public cloud editions
- Connection of various storage systems possible, on-premises or in the cloud
- Free use of document meta data
- Various options for indexing and searching meta data
- Transparent access to legacy documents thanks to ArchiveLink® proxy functionality

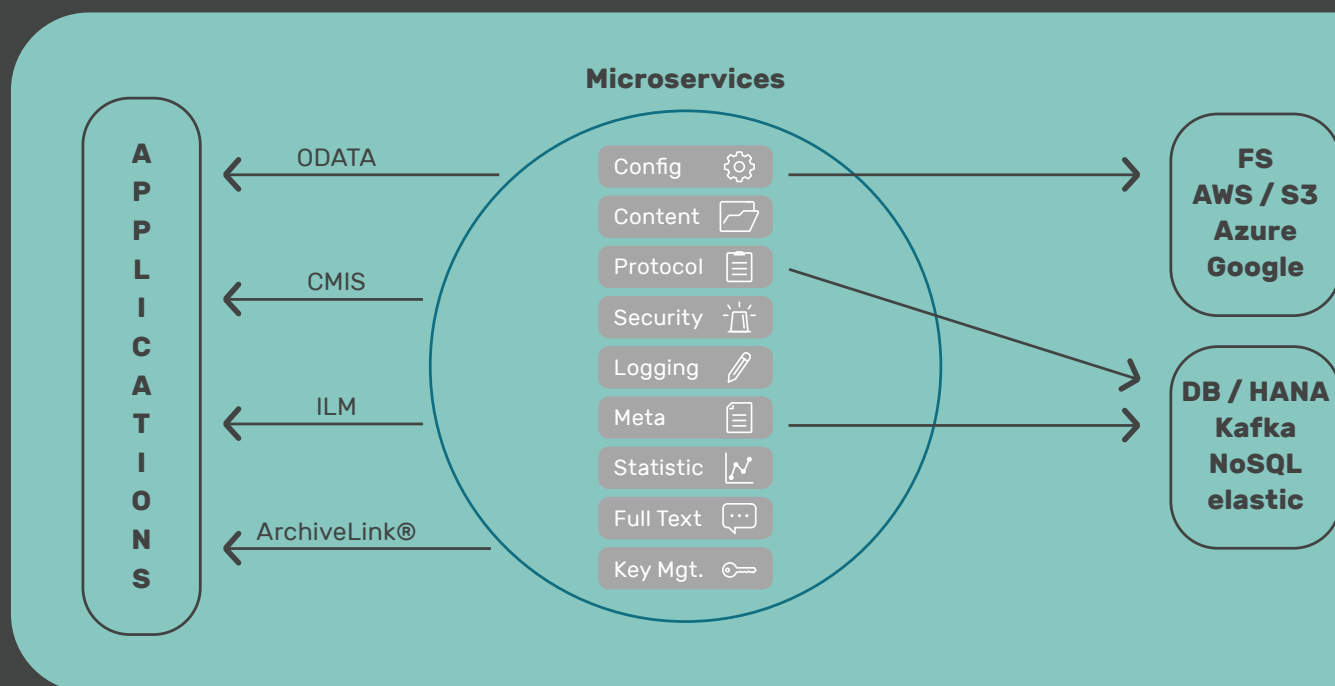
## Benefits

- Cloud: The cloud-enabled interface covers a large number of functions and is designed for use with any application
- Standardized: Once tia® CMIS is put into operation, the interface can be used with any system, not just SAP
- Use cases: Document-based processes can be mapped by searching meta data
- Transition: Consolidate existing archive interfaces through the seamless transition from ArchiveLink® to CMIS



*Public cloud services have already fully replaced ArchiveLink® with CMIS. Adoption of the new interface is therefore recommended at an early stage in order to ensure future-proof archiving.*

# core of tia®



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Benny Schröder / Head of R&D at KGS Software GmbH



*However, many companies do not know how to make the shift from ArchiveLink® to CMIS and how to deal with the vast amount of archived documents and corporate data. We see it as our mission to provide our customers with hands-on support in this endeavor.*

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# tia® Connector for SharePoint

The services of the Microsoft 365 Suite are an integral part of daily work in many companies. MS Teams and SharePoint in particular have permanently changed the way we work together. Meetings mainly take place online and projects and processes of all kinds can be mapped with the support of SharePoint. Documents also often play a role in these processes. These are also easily integrated into the collaboration with the aforementioned services - including those that are subject to a legal retention obligation, whereby their immutability must be ensured over a defined period of time. These are therefore classic archiving requirements! The Microsoft services mentioned do not currently meet these requirements adequately.

tia® closes the gap in the document lifecycle between SharePoint and storage with the new archiving solution tia® Connector for SharePoint. The new connector consistently relies on a lean, complementary component and cloud-native technology and is characterized by its simple, flexible handling for the user.



Benny Schröder Head of Development & Delivery at kgs

*"With the tia® Connector for SharePoint, we are fulfilling the great wish of many existing customers to enable an easy-to-implement archiving scenario for their documents in SharePoint, similar to their lean SAP archiving."*

## Benefits



### Legally compliant archiving

Documents stored in SharePoint can be neatly archived with just a few clicks.



### Simple implementation without disruption

The existing SharePoint repositories and structures can continue to be used, tia® SharePoint is set up centrally and added as required.



### Secure archiving

To provide additional protection for the archive, the SharePoint cloud infrastructure does not provide direct access to the entire archive, but only to the document via a specially created temporary link.



### Individual or automated

Documents to be archived can be selectively determined by the user and archiving can be triggered by the user. Alternatively, automated processes can be created (based on labels or time-controlled).



### Flexible

The flows supplied are fully functional and can be modified, integrated into existing flows or used directly.



### Comprehensive

All metadata and properties stored in SharePoint (user, creation time, content type, content length, etc.) are transferred to the archive.



### Usage-based billing

tia@ Connector for SharePoint is available as a subscription offer and can also be used by existing customers as part of the tia@ Suite.



### Prospects

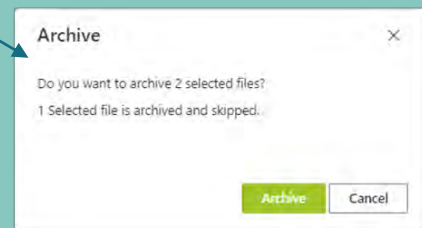
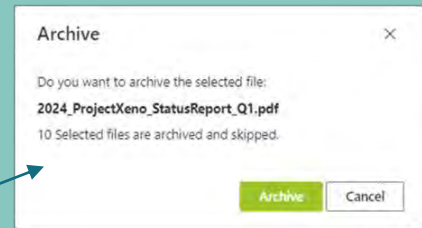
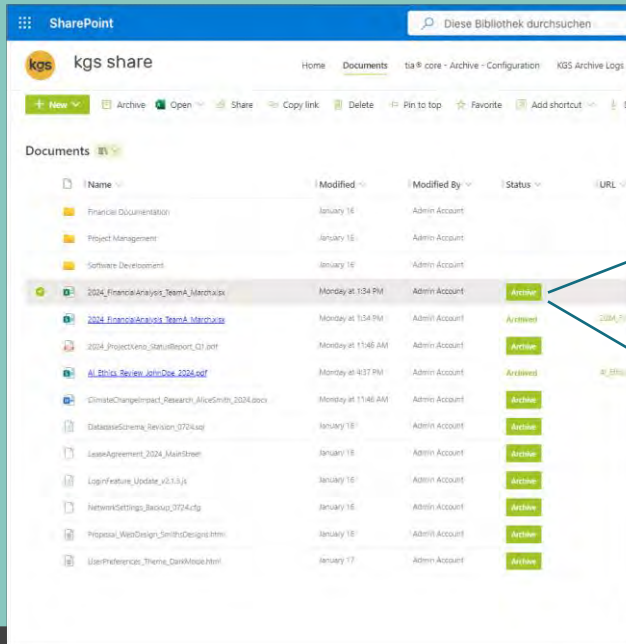
Thanks to the analog architecture, a real single point of truth can be realized for documents from SharePoint and SAP in the future. Legal holds should also be able to prevent the deletion of documents.



1. The archiving solution was designed for SharePoint Online on the basis of Power Automate and can be used from SharePoint. The users are already authenticated and authorized in this context; all security settings used are taken into account.
2. A new column with an action button is visible to the user in the document view. This can be used to manually and selectively archive a document. In planning: In future, it will also be possible to enter further relevant data via a form.
3. With just a few clicks, the document is archived with all relevant information. From now on, the original document is replaced by a link and can be viewed completely securely at any time.



# Compliance with tia®



SharePoint can be used in companies ranging from simple intranets to complex project management hubs. In all cases, documents are created and shared, regardless of whether they relate to human resources, engineering or manufacturing. Whether due to self-imposed quality assurance or statutory compliance requirements, these often have to be archived. tia® Connector for SharePoint helps to reliably establish this compliance and create a lean, central archiving platform for companies.

## About kgs

KGS Software GmbH, headquartered in Neu-Isenburg near Frankfurt am Main, has been the digital archive specialist for top companies worldwide for over 20 years. Data and documents from SAP as well as documents from other leading applications are migrated and archived using high-performance, lean software.

Under the brand "tia®" - the intelligent archive - the archive manufacturer has been combining all kgs product modules into a common vision of the intelligent document archive since 2020. tia® stands for autonomous archiving, is connectable to any application, storage solution and cloud technology and offers companies the Single Point of Truth (SPoT) for accessing documents. Since 2005, kgs has certified ArchiveLink® and ILM interfaces for SAP worldwide and is a global SAP Value Added Solutions Partner. In addition, the tia® CMIS interface was the first on the market to be officially certified by SAP in 2022.

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# tia<sup>®</sup> Document Router

With the tia<sup>®</sup> Document Router, a company can make documents from a wide range of sources (scan, fax, e-mail, file systems, external output management or legacy systems) usable in SAP. It is therefore a universal input manager and can be used for all SAP ArchiveLink<sup>®</sup>-certified archive, document management and enterprise content management systems.

## At a glance

- Middleware for importing documents from any source to SAP
- Fully automatic linkage with SAP business objects
- Communication via standard SAP ArchiveLink<sup>®</sup> interface
- Processing of any document formats  
Document conversion to single formats such as PDF available
- Simultaneous recognition of barcodes and transfer to SAP
- Runs on all Java-compliant hardware and operating system platforms
- Possible operation as a pure server application
- Integration into DVS and KPro

## Benefits

- Scalable, tried and tested, and also suitable for very large volumes of documents
- Universally configurable to any input formats
- Independent of the archive system in use
- Supports customer-specific object links
- Supports all SAP storage scenarios
- Conversion option for different image formats to PDF/A
- Central monitoring and minimal administrative effort

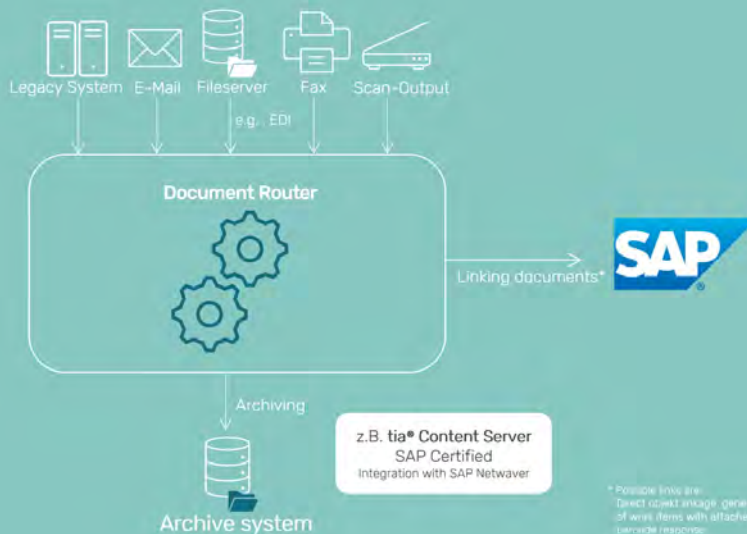
## Highlights



- Universal input manager
- Can be used with all ArchiveLink<sup>®</sup> certified archive systems
- Supports all SAP storage scenarios
- Automatic connection to SAP business objects
- Executable on all Java enabled hardware and operation system platforms.
- Import and connection of EDI datas



# tia<sup>®</sup> Document Router



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# tia<sup>®</sup> Migration

The migration software from tia<sup>®</sup> is available for the simple and controlled implementation of archive migrations in the SAP environment. Data migrations and document migrations have been necessary since the introduction of electronic archives when storage systems/media are to be changed or entire archive systems are to be replaced.

## At a glance

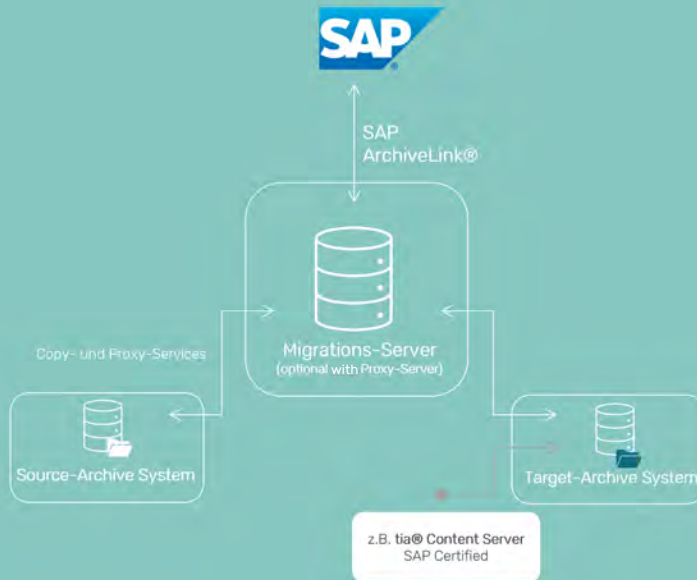
- Controlled management of document and data migrations for SAP archives
- Full access to documents throughout the duration of the migration through proxy server functionality
- Transparent document access for the end user; no impact on business processes
- Fully automated documentation of migration ensures conformity to generally accepted accounting principles
- Proactive monitoring with e-mail notification of errors
- Administration via web client
- Restart following a system interruption
- Verification option by comparison of samples
- Highly parallel execution of the migration process; interactive control of the migration process while migration in progress
- SAP security support to ensure secure communication with legacy archive system
- Zero performance impact on production SAP system

## Benefits

- Immediate use of the target archive and seamless access to legacy archive
- Intuitive control and configuration
- Complete traceability of the migration process down to document-level
- Full migration status reports at any time
- Minimization of migration risks throughout
- Fully automated documentation of the migration process
- Support of SAP work items & barcode documents
- Compatible with all SAP ArchiveLink<sup>®</sup>-certified archives
- Minimal administrative effort



# tia<sup>®</sup> Migration



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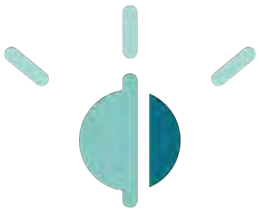
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# tia<sup>®</sup> Scan Server


The fast and intuitive management of scan client profiles and scan licenses from a central location. It is therefore the perfect complement for tia<sup>®</sup> Scan when it comes to the uniform and central organisation of scanning solutions. In addition, the tia<sup>®</sup> Scan Server can be ideally combined with the tia<sup>®</sup> Document Router to realise a wide variety of filing scenarios.

## At a glance

- Communication between client and server via http/https
- Validated transfer based on MD5 hash values
- High-availability solution
- Supports internal or external databases

## Benefits

- Does away with distributed profiles and distributed client license import
- Distinguishes between profile administrator and user
- User names adopted from ActiveDirectory



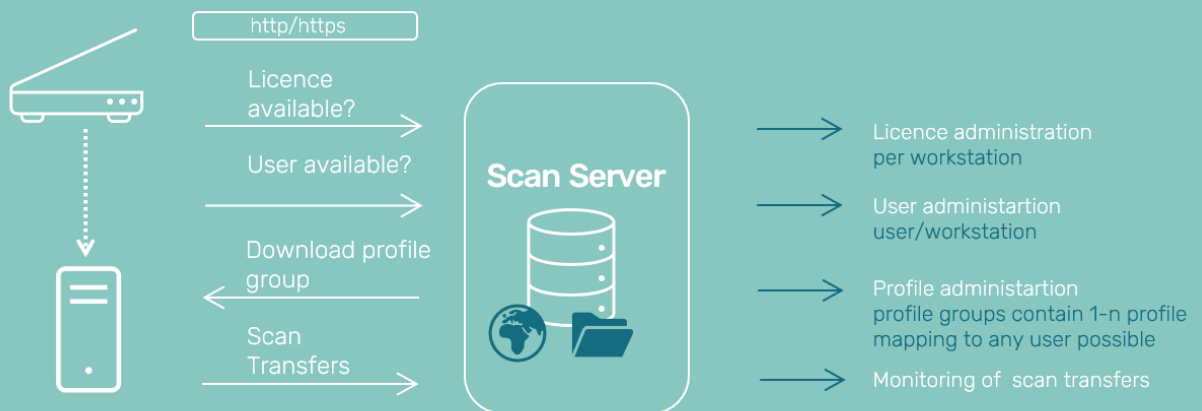
tia<sup>®</sup> Scan Server facilitates the rapid and intuitive management of scan client profiles and scan licenses in a centralized manner. This makes tia<sup>®</sup> Scan Server the ideal supplement to kgs Scan, allowing companies to maintain consistent and centrally organized scan solutions. tia<sup>®</sup> Scan Server manages locally created profiles in so-called profile groups. It only takes a few mouse clicks to assign these groups to any users (LDAP account) ensuring that new users can immediately draw on existing profiles. As a result, time-consuming new generation of scan profiles following hardware replacement becomes a thing of the past.

Automatic versioning furthermore takes care of keeping scan clients up to date by assigning profiles based on the 'pullmethod', thus doing away with the need for manual assignment. Scan licenses are managed on a per workstation basis, and here too, direct assignment and release is a simple process. In addition, tia<sup>®</sup> Scan Server ideally complements tia<sup>®</sup> Document Router in order to implement filing scenarios, for instance late archiving with barcode. tia<sup>®</sup> Scan Server equally caters to the needs of small companies and international corporations.



# tia<sup>®</sup> Scan Server

## Scan workstation



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# tia<sup>®</sup> Scan

The high-performance scan client with direct control and archiving of scanned documents from SAP. Companies can use it to realise centralised or decentralised incoming mail scenarios. Mass scanning with automatic barcode recognition or document capture for automatic forwarding to an SAP workflow are also easily possible.

## At a glance

- Various rotation, zoom and image processing functions (e.g. adapting to windows, zoom with frame)
- Browsing through multi-page documents
- Moving individual pages in the document
- Deleting single/all pages and rotation of individual pages
- Inserting images from central directory
- Document separation through Barcode/separating sheets
- Support for duplex pages

## Benefits

- Scan directly from SAP GUI
- Support for all SAP storage scenarios (OAWD, GOS, barcode, mass storage)
- Intuitive, Windows-compliant operation
- Profile-driven definition of scanner settings
- Minimum customizing effort
- Batch processing for non-SAP storage
- Direct storage in the archive system with SAP compliant security

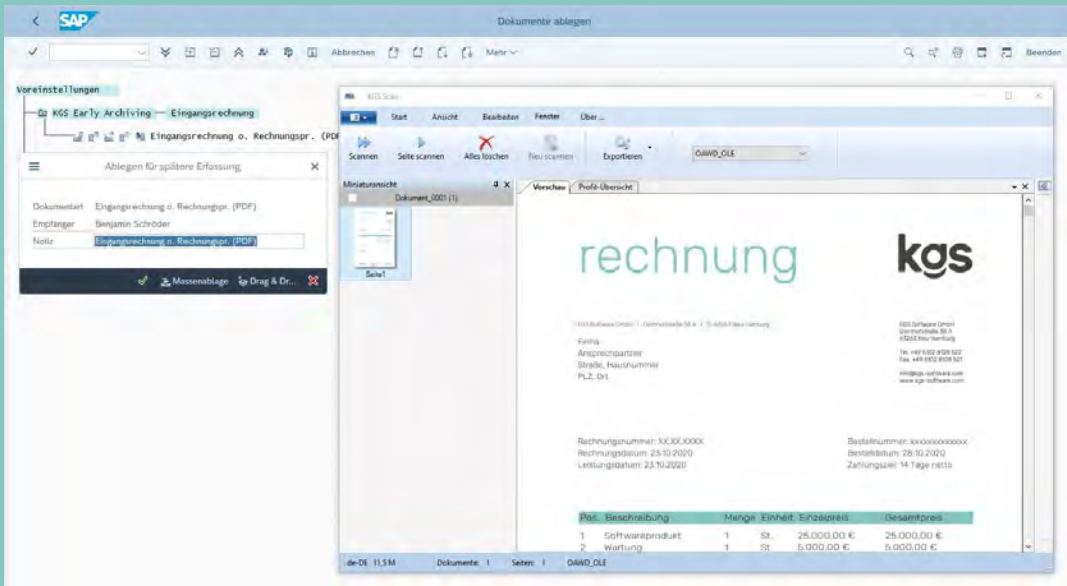
## Highlights



- High-performance Scan Client
- Controllable directly from the SAP GUI
- Can be operated intuitively
- Support for all SAP storage scenarios
- Minimum customizing effort
- Scalable application options
- Centralized management with tia<sup>®</sup> Scan Server



# tia® Scan



## About kgs

KGS Software GmbH, headquartered in Neu-Isenburg near Frankfurt am Main, has been a trusted digital archiving specialist for top companies worldwide for over 25 years. Data and attachments from SAP, as well as attachments from other leading applications such as SharePoint, are migrated and archived using efficient and streamlined software. Under the brand "tia®" – the intelligent archive – kgs brings together all product modules into a unified vision of an intelligent document and attachment archive. tia® represents autonomous archiving, is compatible with various applications, storage solutions, and cloud technologies, and provides companies with a Single Point of Truth (SPoT) for document access. Since 2005, kgs has been globally certifying ArchiveLink® and ILM interfaces for SAP and is recognized as a SAP Value Added Solutions Partner. Additionally, the tia® CMIS interface became the first in the market to receive official SAP certification in 2022.

[www.kgs-software.com](http://www.kgs-software.com)

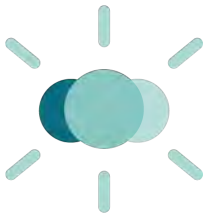
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# tia<sup>®</sup> Viewer

tia<sup>®</sup> Viewer is the software application for viewing PDF and image documents in the Internet browser. It is operated and managed as a servlet within a web server runtime environment. Important annotations for everyday work can be easily added with the viewer.

## At a glance

- Browser-based viewer with annotation function
- Supported formats: PDF, TIFF, JPEG
- Simple intergration into the existing SAP-landscape
- Two language versions (English and German) available in the standard version; other languages on request

## Benefits

- No need to install anything on local workstations
- View documents either directly in the browser or in the SAP workspace
- Extensive annotation functions
- Annotations are stored in the archive as separate document component

## Highlights



- Display PDF and image documents
- Multiple configuration within one Servlet
- Customizing in the SAP central instance
- Call based on content repositories / used document type via overlay
- Annotations via overlay
- Can be used with any SAP ArchiveLink<sup>®</sup> certified archive system
- Authentication via e.g. Azure AD
- Integration Web-Outlook email dispatch



# tia<sup>®</sup> Viewer



## About kgs

KGS Software GmbH, headquartered in Neu-Isenburg near Frankfurt am Main, has been a trusted digital archiving specialist for top companies worldwide for over 25 years. Data and attachments from SAP, as well as attachments from other leading applications such as SharePoint, are migrated and archived using efficient and streamlined software. Under the brand "tia<sup>®</sup>" – the intelligent archive – kgs brings together all product modules into a unified vision of an intelligent document and attachment archive. tia<sup>®</sup> represents autonomous archiving, is compatible with various applications, storage solutions, and cloud technologies, and provides companies with a Single Point of Truth (SPoT) for document access. Since 2005, kgs has been globally certifying ArchiveLink<sup>®</sup> and ILM interfaces for SAP and is recognized as a SAP Value Added Solutions Partner. Additionally, the tia<sup>®</sup> CMIS interface became the first in the market to receive official SAP certification in 2022.

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# tia<sup>®</sup> ZADOC

ZADOC is an SAP add-on that also makes non-SAP documents usable in SAP. The product ideally complements an SAP archive such as the tia<sup>®</sup> Content Server with ECM or document management functionalities that the SAP ArchiveLink<sup>®</sup> interface does not take into account.

## At a glance

- Extension of SAP ArchiveLink<sup>®</sup> to attribution
- Flexible structure of SAP-based document archiving scenarios
- Automated linking of documents with several SAP business objects
- Supply of functions as transactions
- Full auditing rights over SAP authorization objects

## Benefits

- High speed access: Original documents can not only be made visible on application transactions, but are also immediately accessible on the ZADOC user interface
- Attribute-supported document access: documents are linked and found on the basis of freely selectable attribute values
- Search over all objects possible
- Management of non-SAP documents

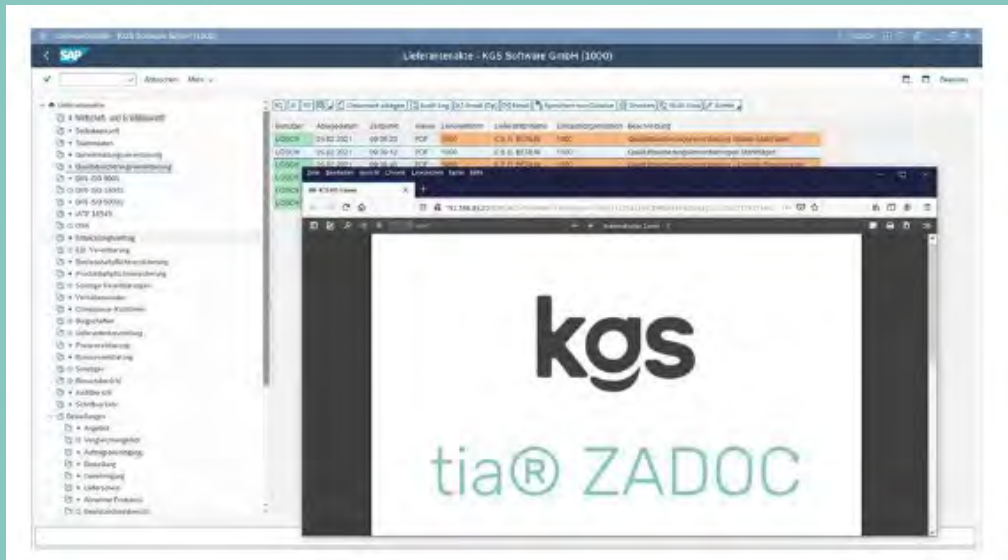
## Highlights



- Free selection of attributes
- Integration of ArchiveLink<sup>®</sup>
- Ad-hoc and batch archiving
- Archiving and search function for non-SAP documents
- Fully integrated into the SAP system landscape
- Management of documents without SAP reference
- Automated linking of documents to several SAP business objects
- Versioning without SAP DMS



# tia® ZADOC



## About kgs

KGS Software GmbH, headquartered in Neu-Isenburg near Frankfurt am Main, has been a trusted digital archiving specialist for top companies worldwide for over 25 years. Data and attachments from SAP, as well as attachments from other leading applications such as SharePoint, are migrated and archived using efficient and streamlined software. Under the brand "tia®" – the intelligent archive – kgs brings together all product modules into a unified vision of an intelligent document and attachment archive. tia® represents autonomous archiving, is compatible with various applications, storage solutions, and cloud technologies, and provides companies with a Single Point of Truth (SPoT) for document access. Since 2005, kgs has been globally certifying ArchiveLink® and ILM interfaces for SAP and is recognized as a SAP Value Added Solutions Partner. Additionally, the tia® CMIS interface became the first in the market to receive official SAP certification in 2022.

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kgs

case studies



# case study

BS Energy @ KGS Software GmbH



In the capacity of municipal providers, BS ENERGY and its corresponding subsidiaries cover the basic needs of the town of Brunswick: dealing with utilities such as electricity, gas, remote heat, water, municipal drainage, town lighting and bulb systems; together with grid electricity. The Company was founded in 1851, and has more than 1,200 employees. BS ENERGY is a company from the stock exchange quoted Veolia Group, which has specialised in sustainable solutions in the fields of water, waste and energy management. [www.bs-energy.de](http://www.bs-energy.de)

## short version

### Initial situation

Energy providers BS ENERGY had been using IBM's FileNet for archiving their data. However, the Company's senior employees were no longer satisfied with the cost/benefit ratio, and were desirous of transferring to a more agile, more integrated and more cost-effective alternative.

### Challenge

Over a number of years, the energy provider had a volume extending to 40,000,000 documents on the Content Management System of IBM FileNet. Because these documents contained data which still needed to be accessed, it was necessary to develop a strategy for migration & archiving which could be applied at a later stage using a more modern archiving platform.

### Solution

In parallel with the development of the concept to replace IBM's FileNet, a search was initiated to find archiving solutions supporting the SAP environment. Once this requirement profile had been matched with the functions of the smart archiving solution offered by tia®, the decision was made to use kgs's archiving solution. In parallel with the introduction of the new system, the process of migrating the existing documents & data was launched.

### Outcome

Following a procedure which took just three years, the process whereby data and a standardised archiving system were transferred to tia® is complete. By contrast with the service-hungry IBM FileNet solution, archiving is now something that runs alongside, requiring the minimum of resources from IT. And its users are pleased about the fact that it's now child's play for them to save and retrieve their documents.

# Successful migration and archiving of 40 million documents

**Energy providers BS ENERGY are replacing IBM's FileNet with kgs's archiving solution, saving manpower and expense – it's programmed for cloud archiving of SAP data.**

In 2016, when BS ENERGY's shareholders decided that SAP was the energy provider's main system, the move gave rise to far-reaching changes. For example, some attention was paid to the question of IBM File Net's Content Management solution – as used for archiving both in and outside of SAP. At that time, there was already some dissatisfaction with the functionality available from FileNet, together with its costs and the quality of support. As recalled by Falk-Michael Schmidt, BS ENERGY's Agile Leader, IT: „For some time by then, we already wanted to part company with the ungainly IBM FileNet. The decision to define SAP as our leading system was a welcome reason to look around for a thin archiving solution which could be straightforwardly hooked up with SAP via ArchiveLink.“

## Scrolling through the migration and archiving scenarios

However, before any such solution could be selected and introduced, there were a couple of important issues to be dealt with first. BS ENERGY provides approximately 238,000 consumers with electricity, gas, remote heat, water, drainage and network service. BS ENERGY has a contractual relationship with all of these consumers, and it's a relationship which entails a range of documentation taking in accounts, agreements, payment claims etc. With approximately 1,000 of the customers, there are special agreements in place. Schmidt went on to relate as follows: „You can just imagine how important it is for our departments to be able to access these documents at



Source: BS ENERGY

any time. Accordingly, we had to come up with a concept for migrating the documents which had previously been stored with IBM's FileNet server onto a new archiving platform. The affected volume amounted to more than 40 million documents.“



Falk-Michael Schmidt, Agile Lead IT at BS ENERGY



*„kgs's archiving solution is a thin, reliable and well-focussed solution which I would not hesitate to recommend to energy companies or any other companies.“*

Accordingly, Schmidt and his team developed various scenarios defining the priorities to determine how the migration of the existing data – together with the data flowing in each day – could most logically be transferred into a new system. „For example, we decided in the first place to start with our scanning clients, which meant saving all scans automatically onto the new system, starting from day X. Then, we looked at the SAP interface – ArchiveLink – and had to define just what our requirements were, here. Finally, we focused our attention to the invoice checking workflow, having to decide how system users would be saving and archiving their documents, going forward,” the project manager recalled. Relying on this approach and the planning work that arose on the basis of it, it was made a priority that the archiving process should be user-friendly, a priority for data to be saved compliant with GDPR requirements, and a priority that the new system must be more cost-effective than IBM’s FileNet.

## Smart archiving in SAP

The project manager shared all of these deliberations with GISA, BS ENERGY’s IT consulting partners. And GISA went on to produce a market analysis, establishing a specification and eventually introducing three solution providers to BS ENERGY. In order to arrive at the most objective decision possible, a matrix was set up, and this matrix gave a convincing visual display indicating that the greatest potential was actually offered by KGS Software GmbH’s archiving solution. „When we recognised this and when we got to know kgs, our decision was clear: you always know when you’re on the same wavelength with people”, said Schmidt. „We were entirely convinced by the skills we perceived, by the business case and by the outcomes of the ROI calculations. And it’s worth pointing out that KGS Software GmbH was neither the cheapest nor the most expensive bidder.” The balloon went up for the whole project at the end of 2017, and work was started on preparing the systems one step at a time, implementing the predefined stages of migration and application. In successive stages, the 40 million documents were then migrated from the FileNet server onto

the tia® Content Server. Although the project had a company-wide dimension to it, only two or three of BS ENERGY’s employees were involved, in conjunction with kgs’s specialists.

## kgs as solution-oriented consultants

Schmidt is still favourably impressed with how smoothly the mammoth project was handled, when it came to it. „Of course there were the inevitable issues along the way, but we were always able to deal with them promptly. I found it impressive how the actions of kgs’s specialists were always so solution-oriented. There was never any question of finding somebody to blame when something didn’t go quite right. It was consistently



Falk-Michael Schmidt, Agile Lead IT at BS ENERGY



*„I was so impressed by the unbelievably powerful mindset of problem-solving as practised by kgs’s specialists. Where there were the odd hitches – which must come up in any project – a joint drive to find the solution was launched immediately. This meant that things got done – a crucial success factor.”*

the case that a joint drive would be initiated to find the solution – and indeed the solution was always there to be found.” And that is not something that goes without saying, when it comes to transferring 40 million documents from one server to another. After all, there had to be some files which were corrupt, and these made the process harder – calling for inventive solutions. By now, all of the data has been transferred, the tia® Content Server has been set up and the archiving of the SAP documents is operating reliably. There is no feedback available from the end users, since the migration process was configured at KGS’s end such that the end users were barely aware that any conversion was even taking place. By now, the archiving service has become part of the basic support for SAP work, and the only feedback around is positive. It hardly needs any work doing on it – queries only come up infrequently. commented: „When it comes to finance, logistics,

purchasing planning, maintenance, distribution etc. - all of the departments in our Group use the kgs platform for their saving and archiving. It's incredible how smoothly everything is running. " The system is operating steadily. This is a worthwhile achievement, and the number of employees using this system extends beyond BS ENERGY's 1200-strong payroll: there's also the other subsidiary companies of principal shareholder Veolia to take into account. Schmidt

## kgs came at just the right time

Schmidt is glad to be able to rely on the future-oriented achievement of the kgs solution. „CMIS is a major topic, and since kgs's specialists are already - today - working hard on the technologies of tomorrow, I feel certain that we've arrived at the best possible arrangement. This is a case where kgs has organised itself expertly, which also means that we are expertly covered, too. "

Accordingly, the confidence with which he was inspired at the outset has proved to be well-founded! The IT manager experienced his personal moment of revelation with kgs as long ago as the initial start of the project. „We were able to consult face-to-face and we established a great, open rapport. What impressed me more than anything else was how powerfully solution-oriented the people from kgs were. Any problem directly became the focus of a jointly-established solution. We did not suffer any tricky situations at all. I am very pleased with the outcome, because it has been such a valuable collaboration."



Falk-Michael Schmidt, Agile Lead IT at BS ENERGY



*„When we were still using IBM FileNet, the topic was dealt with by the whole team. Now, archiving can be covered by just one person, and everything else runs more or less in parallel.“ "*



# in use

## Content Server

The tia® Content Server is a high-performance archive solution that integrates seamlessly into SAP and makes costly rollouts of client components unnecessary. In addition, the tia® Content Server also has complete integration with various storage or HSM solutions and can run on a variety of operating systems; existing server and storage infrastructure can be used and additional investments for document or data archiving are obsolete.

## Migration

The tia® migration software was developed for simple and controlled archive migration in the SAP environment. It can be seamlessly monitored to ensure that the legal requirements are met when changing archives. The software also provides proof that all objects have been transferred correctly. The tia® migration can use any SAP ArchiveLink-capable archive as source and target system and can be switched over to the new archive as soon as the migration starts.



Falk-Michael Schmidt,  
Agile Lead IT at BS ENERGY



*„Although it did take a little while for 40 million documents to be migrated from IBM FileNet „through the eye of a needle“ into the kgs solution, we did succeed. We now have a thin and innovative archiving solution which equips us to deal with the future – and that also goes for SAP archiving using CMIS. “*



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# case study

EnBW @ KGS Software GmbH



EnBW Energie Baden-Württemberg AG, firmly rooted in the south-west of Germany, is a leading German and European energy provider. Our team of 20,000 employees actively helps to make the energy transition happen and reap the benefits of this transformation. We provide our customers with power, gas, water as well as energy-related products and services. We believe in customer orientation to ensure we are the first choice when it comes to satisfying energy needs. This includes steadily creating new offers that address the increasing demand for decentralized and sustainable energy solutions. We are transforming our power generation facilities and networks by focusing on renewable energy, in particular by investing in wind and hydro power systems and by steadily increasing the share of alternative energies with the help of our subsidiaries. [www.enbw.com](http://www.enbw.com)

## short version

### Challenge

Customer consultants must be able to display 500 million documents stored across an array of different systems on their screens with a click of the mouse.

### Solution

To accomplish the fast document access, EnBW created a new, global and future-proof archive architecture from scratch based on the 'kgs Content Server' core component. The architecture has a strong SAP focus and is thus able to archive and quickly make available all incoming or outgoing digital objects of any format from SAP or any other third-party system.

### Results

The kgs system is easily adaptable to the existing technical infrastructure. There is no need of additional DMS user management and the system is lean, fast and scalable. There are imports of up to 800,000 documents per day, the support effort is lower and the system behavior is more stable.

# high-speed SAP archiving and document anagement

*Steadily growing data volumes present companies with tough challenges. EnBW Energie Baden-Württemberg AG manages about half a billion documents with a total size of 50 terabytes. Customer consultants must be able to display any of these 500 million documents stored across an array of different systems on their screens with a click of the mouse. This can only be achieved with a high-performance archive, for which EnBW uses the Content Server from kgs.*

In a large company like EnBW, documents inevitably originate from numerous systems, including the different ERP system modules as well as various non-SAP systems. The IT landscape also comprises a recordbased SAP Folders Management document filing system, a document management system and a Sharepoint environment.

Up until 2003, the group used a DMS designed for technically oriented companies (CAD and product data). While it is possible to connect such systems to SAP with the ArchiveLink interface, they tend to treat the ERP system like a 'black box' and remain in control of access, filing and meta data management. "What we wanted was an SAP-centered solution that accepts ERP as the leading system and delivers a slim yet powerful engine 'under the hood' – much like a racing car that runs fast and reliably – while leaving all other functions such as meta data management, views etc. up to the higher-level systems," explains Armin Rehm, IT Service Manager DMS, EnBW Group.

Forward-Looking and Global Archive Architecture



Source: EnBW

To accomplish this, EnBW created a new, global and future-proof archive architecture from scratch based on the 'kgs Content Server' core component. The architecture has a strong SAP



Benjamin Dohm, EnBW-IT-Team



*„kgs Scan would allow us to implement centralized or distributed incoming mail scenarios, capture sensitive documents directly at the SAP workstation via document scanners and then automatically allocate them to the corresponding SAP business object.“*

focus and is thus able to archive and quickly make available all incoming or outgoing digital objects of any format from SAP or any other third-party system. Given this feature set, the solution is an open, forward-looking service architecture rather than an insular application specialized in handling CAD drawings with the added ability to connect to SAP. The newly introduced kgs solution is capable of accessing existing hierarchical storage systems. This enabled EnBW to retain the SAM-FS file system (which held approx. 10 TB of data back then) and all connected storage systems for the long-term archive. The archive was fully migrated on the database level.

Initially, the archive was used for document storage in the existing system, i.e. the various SAP modules: ISU, CRM, PM, etc. Moreover, the various business units set up separate record-keeping solutions for HR, branding, construction etc. in SAP Folders Management that also draw on the 'kgs Content Server' for archiving. Last but not least, there are numerous non-SAP applications, such as, for instance, sales systems, which also need to be managed.

## Archive Supports any Input Channel

In order for third-party systems to be able to connect to the 'kgs Content Server' via ArchiveLink, the IT department coded a dedicated middleware dubbed 'Document Management Center' (DMC). "It makes the archive available to any input channel," says Dr. Torsten Zytowski, explaining why it made sense for EnBW to develop this program. "There is no longer a hard-wired connection from the archive to a specific application such as SAP; instead, the product can serve as a single archive for all leading systems that exist right now or will be added in the future," continues Zytowski. The DMC also links standard office scanners to the archive. This provides an easy workflow for directly digitizing and storing documents during daily operations.

## Interaction with External DMS and Sharepoint



Dr. Torsten Zytowski, Projektmanager, Document Management



*„Thanks to the outstanding performance and speed, the kgs Document Router can store up to 800,000 documents in the archive within a 24-hour period.“*

For example, many business-relevant documents are distributed via e-mail, meaning they are not directly linked to an SAP posting record. Several years ago, EnBW set up a traditional DMS solution to complement their component portfolio and handle these types of documents. It maps the record framework scheme, so the DMS functions are used to speed up document search. Archiving is still fully taken care of by kgs technology. Shortly after introducing the DMS, the IT team further installed a Sharepoint infrastructure to ensure that all documents generated as part of the collaboration process are reliably stored in the archive.

The company uses the 'Document Router' to perform bulk data import from external sources (e.g. from bulk scanners, file servers) to SAP. The tool transports data to the target system, according to predefined logic, using the upload method. There, it connects the data with SAP objects. Communication with SAP takes place via the standardized ArchiveLink interface. The bulk import process places data in the archive and furthermore transfers meta data to ensure the documents are re-connected to SAP. As a result, every user will find their documents in SAP. Benjamin Dohm, IT team member in charge of DMS and Archiving comments: "We have received numerous requests to open the archive to various data sources. These originate in the departments and group companies, such as the so-called energy-related tertia-

ry market, which count among our customers.” For example, a business unit wanted to have their meter cards printed externally and then digitize them for use with the system. The import process via Document Router was performed using bulk scanners.

Approx. 40 Document Router instances are currently in operation at EnBW. Predefined directories are monitored to identify newly entered documents, pull them from there and place them in the archive. Thanks to outstanding performance and speed, a single instance of the Document Router can store up to 800,000 documents in the archive within a 24-hour period.

## Ad-hoc Archiving Using Workplace Scanners

In addition to performing bulk import of invoices, outbound documents, delivery notes and other documents via the Document Router, EnBW also employs scanners at the workstations. Every day, documents need to be scanned at the SAP workstation at the push of a button. Employees can use their local scanners to capture incoming invoices that require immediate posting. EnBW is thinking about introducing the ‘kgs Scan’ for this task, as it provides high-performance, intuitive scanning that can process and archive documents directly from within the SAP GUI. “This would allow us to implement centralized or distributed incoming mail scenarios, capture sensitive documents directly at the SAP workstation via document scanners and then automatically allocate them to the corresponding SAP business object,” says Armin Rehm.

## Access in Less than a Second

Of the approx. 20,000 EnBW employees, more than 8,000 regularly work at a workstation and thus handle digital documents every day. Given these numbers, it is imperative to have an archive system in place that reliably and rapidly provides all requested documents. “Thanks to the kgs so-



lution, we are working with state-of-the-art technology. Document access is very fast, which is quite a feat considering that the system has to deal with 500 million documents. What our internal departments needed was a solution that could ensure that any front-end customer consultant taking a call has the required document on screen within a second. We owe it in large part to the technology from kgs that our DMS can meet this requirement,” explains Dr. Torsten Zytowski. EnBW has already received multiple awards honoring this performance. The SAM-FS file system was deliberately kept in place when introducing the new long-term archive. Now this technology is being updated with the use of ‘kgs Migration’. The tool migrates archive objects in the background during normal operation. Thanks to a proxy server function provided by the migration software, the documents can be accessed during the entire migration process, regardless of whether they have already been transferred or are still located in the legacy archive. This means that employees still benefit from ‘less-than-a-second’ access to documents even during ongoing data migration.



# in use

## Content Server

The tia® Content Server is a high-performance archive solution that integrates seamlessly with SAP and eliminates the need for costly rollouts of client components. In addition, the tia® Content Server also has full integration with various storage and HSM solutions and can run on a wide range of operating systems; existing server and storage infrastructure can be used and additional investments for document and data archiving are obsolete.

## Migration

The tia® migration software was developed for simple and controlled archive migration in the SAP environment. It allows seamless monitoring of whether the legal framework conditions are adhered to during the archive change. The software also provides proof that all objects have been transferred correctly. tia® Migration can use any SAP ArchiveLink®-capable archive as a source and target system, and it is already possible to switch to the new archive at the start of the migration.

## Document Router

With the tia® Document Router, a company can make documents from a wide range of sources usable in SAP, making it a universal input manager. The tia® Document Router can be used for all SAP ArchiveLink®-certified archive systems, document management systems and enterprise content management systems. It supports all SAP storage scenarios, including early archiving and late archiving with barcodes, archives documents in any ArchiveLink®-compliant archiving system and creates links to SAP business objects; the software runs on all Java-compliant hardware and operating system platforms and is suitable for mass import of large volumes of data.



Armin Rehm, Service Manager DMS



***Thanks to the kgs solution, we are working with state-of-the-art technology. Document access is very fast, which is quite a feat, considering that the system has to deal with 500 million documents. What our internal departments needed was a solution that could ensure that any front-end customer consultant taking a call has the required document on screen within a second.***



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# case study

hensoldt @ KGS Software GmbH



Hensoldt Holding GmbH is a multinational defense company based in Germany. It was created in 2017 as a spin-off from former Airbus Defence and Space for sensor technology divisions dedicated to defense, security and aerospace. Product areas include radar and optoelectronic systems, electronic warfare and avionics. With 5,500 employees in 11 key sites, the company generated a turnover of USD1.3 billion in 2018. [www.hensoldt.net](http://www.hensoldt.net)

## short version

### Initial Situation

The multinational defense company Hensoldt archives its data and documents with IBM FileNet P8 introduced many years ago. The process is very time consuming and incurs high costs.

### Challenge

IBM FileNet P8 was perceived as a “black box” solution, which meant that Hensoldt always had to fall back on the provider and external FileNet experts to resolve issues or implement change requests.

### Solution

After changing over to the tia® intelligent archiving solution from kgs, Hensoldt now has direct system access and can implement changes promptly, transparently and without external help.

### Result

Tasks that previously preoccupied an entire team of external experts can now be handled by two in-house SAP Basis and IT infrastructure professionals, who manage the 8 terabytes of archiving data reliably and with ease. Only 10 percent of the previous costs are incurred, and archiving has become much leaner thanks to making an entire system layer obsolete.

# intelligent archiving

## Eight Terabytes of Data

*Defense company Hensoldt opted for products from kgs and now benefits from lean processes, reduced effort, lower costs, high transparency and greater flexibility.*

Hensoldt is a spin-off from Airbus Defence and Space for sensor technology and was founded in 2017. The defense company previously used the IBM FileNet P8 software solution for data and document archiving. However, the company was not very satisfied with this product because of the substantial time and cost involved in maintaining it. Thomas Holzmann, SAP Basis Administrator at Hensoldt, finally decided to put an end to this unsatisfactory situation. "IBM FileNet P8 was somewhat of a black box for us. Whenever problems occurred, it always took quite long to resolve them, because in many cases we had to consult our provider and external FileNet experts.

## Lean Archiving

The data to be managed and archived amounts to roughly 2 terabytes of ERP data and 6 terabytes of PLM data – primarily SAP documents and product-related documents and files. Holzmann was convinced that there had to be a better way to archive this data pool other than using IBM FileNet P8. Ideally, the replacement should be highly integrative so as to make an intermediate archiving layer superfluous. When discussing this plan with his provider Datagroup, Holzmann learned about the intelligent archiving tools from KGS Software GmbH. " Their approach and solutions convinced us right away in various regards: his requirements specification, the features of When



Quelle: Hensoldt

Holzmann compared the key items defined the kgs tools stood out, as did the software manufacturer's longstanding SAP expertise. "Since all our archiving needs revolve around SAP documents, kgs's close ties with SAP and the fact that it is



Thomas Holzmann, SAP Basis Administrator  
Hensoldt



*„kgs offers a lean archiving system that takes its cues from the leading ERP system and smoothly integrates with our corporate environment.“*

a fully SAP-integrated solution naturally made for strong arguments in their favor,” recalls Holzmann, who was involved in the decision-making process together with a project manager and an archiving manager. However, what impressed him and his colleagues most was the price. Holzmann puts it like this: “We are talking about a cost ratio of 1:10 – in other words, archiving with IBM FileNet P8 cost us ten times as much as the kgs solution.”

## Curtain Call for kgs

In December 2018, the kgs concept was tested, and in January 2019 the decision was made to introduce the document router, content server and the migration solution. In March 2019, the project was set up and launched. At the beginning of July, the kgs tia® (the intelligent archive) solution went live. During the first six months of operation, it was run alongside FileNet. “We had previously agreed on a PoC (Proof of Concept), which – in addition to confirming the technical specs – ended up becoming a training session for us. The kgs consultants showed us in great detail and clarity how we can use the tools ourselves,” says the SAP Basis administrator. All participants were soundly impressed with how the consultants presented the key essentials in an uncomplicated and transparent manner. Within six weeks after the migration commenced, all data and documents – a total of 8 terabytes – were migrated to tia®. It took two weeks to migrate the ERP-relevant data, followed by another three to four weeks for the PLM-relevant data. “During the migration, I knew beyond any doubt that we had hit the jackpot with kgs,” Holzmann admits. “Making the system change from IBM FileNet P8 to kgs happen in such a short time really blew my mind. I never expected anything like this.”

Thomas Holzmann, SAP Basis Administrator Hensoldt

*„Now we can handle an archive volume of 8 terabytes with only two people. Previously, this would have been utterly impossible.“*

From his experience, this migration project was highly transparent, comprehensible and very well documented. IT management joined him in praising and expressing appreciation for the project. “We also received a final documentation that will facilitate financial audits, which makes us rest easy in this regard as well.”



Thomas Holzmann, SAP Basis Administrator Hensoldt



*„The speed and reliability of the installation and data migration really blew my mind.“*

## New kgs Projects

After this positive experience with the introduction of the kgs tia® archiving system at Hensoldt Sensors, Holzmann considered rolling out kgs across the group and even introducing it at the affiliated company Hensoldt Optronics. “Although we at Hensoldt Sensors have been mainly archiving ERP and PLM data, and the other company divisions primarily work with SAP Business Warehouse data in addition to ERP files, I am convinced that they could also benefit greatly from this solution,” states Thomas Holzmann.

He strongly recommends kgs to others, not just internally. “The kgs archiving tool offers precisely the features that truly matter. It is a lean and efficient solution. Moreover, it’s easy to use, delivers maximum transparency and allows IT teams to manage the system themselves, thus putting an end to having to rely on an external service provider,” summarizes the IT administrator.



# in use

## Content Server

The tia® Content Server is a high-performance archive solution that integrates seamlessly into SAP and makes costly rollouts of client components unnecessary. In addition, the tia® Content Server also has complete integration with various storage or HSM solutions and can run on a variety of operating systems; existing server and storage infrastructure can be used and additional investments for document or data archiving are obsolete.

## Migration

The tia® migration software was developed for simple and controlled archive migration in the SAP environment. It can be seamlessly monitored to ensure that the legal requirements are met when changing archives. The software also provides proof that all objects have been transferred correctly. The tia® migration can use any SAP ArchiveLink®-capable archive as source and target system and can be switched over to the new archive as soon as the migration starts.

## Document Router

With the tia® Document Router, a company can make documents from a wide variety of sources usable in SAP, making it a universal input manager. The tia® Document Router can be used for all SAP ArchiveLink® certified archive systems, document management systems and enterprise content management systems. It supports all SAP storage scenarios, including early archiving and late archiving with barcodes, archives documents in any Archive-Link®-compliant archive system and establishes links to SAP business objects; the software runs on all Java-compliant hardware and operating system platforms and is suitable for the mass import of large volumes of data.



Thomas Holzmann,  
SAP Basis Administrator Hensoldt



*„I can definitely recommend kgs to others because it's easy to use, provides maximum transparency and allows companies to maintain the system themselves without having to rely on an external service provider.“*



[www.kgs-software.com](http://www.kgs-software.com)

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# case study

Kärcher @ kgs

## short version

### Initial situation

In the past, Kärcher used a comprehensive ECM system provided by a hosting provider. However, the system was costly, required extensive maintenance, and included many unused features. When the provider announced the closure of its data center operations in Germany, Kärcher was forced to migrate its ECM and – ideally – replace it with a more modern, cloud-native archiving solution.

### Solution

During its research, Kärcher came across KGS Software GmbH, whose archiving platform is capable of archiving documents/data directly in SAP while also providing scalable cloud integration. By working with a proven SAP partner, the company expected to receive optimal support for the complex migration to the cloud and for shaping its transition to SAP S/4HANA.

### Result

By implementing the new archiving solution, Kärcher was able to reduce the complexity of its system landscape, lower maintenance efforts, and cut operating costs. In addition, the archiving platform is CMIS-ready and compatible with future SAP standards. Since the new archiving concept is based on AWS and is fully scalable, there are no limitations to future growth in data volume.

## KÄRCHER

Alfred Kärcher SE & Co. KG is a manufacturer of cleaning equipment and systems and the global market leader in this segment. The Group is headquartered in Winnenden and is represented by 170 subsidiaries in 85 countries. In 2024, the company, which employs a total of 17,000 people, achieved the highest revenue in its history with €3.446 billion. More than 50,000 service centers worldwide ensure comprehensive customer support. As part of its self-imposed cultural sponsorship, over 200 monuments around the world have been restoratively cleaned since 1980.

More information: [www.kaercher.com](http://www.kaercher.com)



# Archiving in the Cloud and CMIS Readiness from a Single Source

*The cleaning specialist Kärcher is using changes to its existing ECM solution as an opportunity to move its data archive to the cloud and to prepare its infrastructure and processes for the upcoming migration to SAP S/4HANA.*

Alfred Kärcher SE & Co. KG is the global market leader in cleaning equipment and systems. The Group employs 17,000 people across 85 countries. A key component of the company's international success is its robust and comprehensive IT landscape. To ensure long-term viability, this landscape must be continuously reviewed and realigned. Such a realignment became necessary when Kärcher's long-standing ECM provider announced the shutdown of its data center operations in Germany.

In previous years, the company had relied on a large-scale ECM environment with a wide range of functionalities. However, the discontinuation of data center operations in Germany forced the organization to look for an alternative - driven also by compliance requirements. The responsible teams saw these new conditions as an opportunity to implement a modern, cloud-native archiving solution while at the same time setting the groundwork for the upcoming migration to SAP S/4HANA.



## Building a Modern Cloud Solution on AWS

Stefan Hummel, Squad Manager SAP Technology at Alfred Kärcher SE & Co. KG, recalls: "Kärcher is a cloud-driven company, meaning we rely heavily on hyperscalers - including in the SAP landscape. We therefore executed a migration from our previous hosting provider to AWS in the Frankfurt metropolitan region, covering all of our SAP systems. The objective was to reduce infrastructure and landscape complexity while introducing forward-looking, cloud-native technologies."

In this context, the archive also had to be migrated. The requirement was a cost-efficient archiving solution without an additional database, operated on AWS infrastructure. Furthermore, the use of Infrastructure-as-Code and hot deployment was intended to establish a flexible, low-maintenance solution. Long-term operations of the new system were to be handled by Kärcher's subsidiary ZOI. In addition, the new archive needed to be integrated into the existing IT monitoring environment and designed in a way that enables future CMIS usage. To ensure optimal preparation - particularly with regard to the upcoming S/4HANA migration - a dedicated test environment was set up.

**Stefan Hummel, Squad Manager**  
SAP Technology at Alfred Kärcher SE & Co. KG



*"We completed the migration without any interruption to our proxy server functionality and without impacting daily operations - and this included 100 content repositories and 175 million documents."*

However, the challenges that Kärcher and the kgs specialists had to manage throughout the project were highly complex. The data involved spanned five relevant ERP systems worldwide. Hummel explains: "For our S/4HANA project, we set the target of reducing our data volume by 20 percent. In addition, we wanted to delete data that was no longer subject to retention requirements in order to reduce the overall volume by one third."

For the new solution, Kärcher chose tia®, the kgs archiving platform that integrates seamlessly with SAP and operates without its own database. The migration was carried out using an automated kgs migration tool, ensuring uninterrupted access to archived documents via a proxy server throughout the entire process. In total, ten production systems and more than 16 terabytes of data were migrated. Over 100 content repositories and 175 million documents were successfully transferred into the new, scalable cloud architecture on AWS. This architecture now provides the foundation for future data growth and further digitalization initiatives.

A key requirement for Kärcher during the migration was that the transition take place quietly in the background, while in parallel building the necessary expertise to operate a database-free, cloud-based archiving solution and to work with the new SAP technologies.



**Stefan Hummel, Squad Manager  
SAP Technology at Alfred Kärcher SE & Co. KG**

*"The kgs solution is lean, fast, and highly suitable for implementation with a hyperscaler. The overhead of the previous solution – with its dedicated database and extensive administrative effort – is completely eliminated with kgs."*

## Successful Migration

In summary, Kärcher successfully achieved its project objectives. Today, the company benefits from significantly reduced system complexity, lower operating costs, and minimized maintenance effort thanks to Infrastructure-as-Code. The new archiving platform is CMIS-ready and compatible with future SAP standards. The fact that all these improvements were realized without a single minute of downtime in archive access is regarded at Kärcher as a major achievement – and as the result of the seamless collaboration with the archiving specialists at kgs.

Hummel: "Being able to migrate the archive to the cloud in parallel with the group-wide S/4HANA program – and doing so without any interruption – is incredibly valuable. Today, we are pleased to run the archive within a scalable AWS architecture that can be adapted to a wide range of requirements. This positions us extremely well for future growth." As part of the ongoing S/4HANA migration, Kärcher also plans to reduce data volumes by at least 20 percent through consistent archiving. In addition, legacy data that is no longer subject to legal retention requirements will be systematically deleted, and specific archiving concepts will be developed for each national subsidiary.

**Stefan Hummel, Squad Manager SAP Technology at Alfred Kärcher SE & Co. KG**

*"We wanted to provision our archiving solution as lean as possible in order to fully leverage the benefits of the AWS cloud and keep maintenance efforts to an absolute minimum. In addition, we wanted to use Infrastructure-as-Code so we can deploy new systems whenever required."*



# in operation\*

## tia® Content Server

The tia® Content Server is a high-performance archiving solution that integrates seamlessly with SAP and eliminates the need for complex rollouts of client components. In addition, the tia® Content Server provides full integration with various storage and HSM solutions and is compatible with a wide range of operating systems. Existing server and storage infrastructures can be used, making additional investments for document and data archiving unnecessary.

## tia® Migration

The tia® migration software was developed for simple and controlled archive migrations within SAP environments. It enables seamless monitoring to ensure that all legal requirements are met during the archive transition. In addition, the software provides proof that all objects have been transferred correctly. tia® Migration can use any SAP ArchiveLink®-compatible archive as both the source and target system, and the switch to the new archive can be made as early as the start of the migration process.

\*Excerpt. Additional kgs product modules are in use.



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# case study

Kemira @ KGS Software GmbH

Kemira is a global leader in sustainable chemical solutions for water-intensive industries. Our customers include industrial and municipal water treatment operators, and pulp & paper industry among others. We provide the best-suited products and services to improve our customers' product quality, process, and resource efficiency. Our focus is on water treatment, renewable solutions, and digital services. In 2023, Kemira had annual revenue of around EUR 3.4 billion and around 5,000 employees. Kemira shares are listed on the Nasdaq Helsinki Ltd. [www.kemira.com](http://www.kemira.com).

## short version

### Initial situation

For years Kemira, a global leader in sustainable chemical solutions for water-intensive industries, had relied on a well-known on-premise solution for archiving its data. Over time, this was increasingly reaching its limits. In addition, the response time and quality of advice from the support team was suboptimal in the event of questions or problems. It was clear to those responsible that the team could not continue under these conditions in the long term. Especially in light of the fact that the switch to SAP S/4HANA was imminent. The requirements associated with archiving the SAP data were particularly high, especially as the availability of this data and documents was and is business-critical for Kemira.

### Solution

During the search, they quickly came across the SAP-certified archiving solution from kgs. It turned out that tia® had exactly the range of services that Kemira needed. After an in-depth product analysis and discussions with users, the Finnish company decided to introduce tia®.

### The result

Following a PoC, those responsible introduced the archiving solution from the Neu-Isenburg software provider. The migration was completed with minimal downtime and today only a few IT employees at Kemira are involved in operating the solution. Nothing has changed for anyone else: They work in SAP as usual and their data is archived in the background. And because even when documents are uploaded from the archive, the performance is impressive, hardly anyone notices the intelligent archiving in tia®.

# intelligent archiving

## Future-proof with high-performance SAP data archiving

*Kemira, a global leader in sustainable chemical solutions for water-intensive industries, is parting ways with its long-standing archiving solution and switching to the cloud-based archiving platform from KGS Software GmbH.*

Today, adaptability is an important criterion for the success of companies. With this in mind, many companies realize that they need to realign processes and structures when existing systems and workflows reach their limits.

### On-premise has had its day

When Kemira was faced with the task of having to expand its existing on-premise archiving solution in 2022, it took this as an opportunity to look for a modern solution for archiving in the cloud. The upcoming transformation to SAP S/4HANA played a key role in this. So the search began for an archiving specialist who also had experience with hyperscalers and Azure.

The requirements profile for the new concept was clear from the outset: around 10 million documents had to be migrated and 3 TB of data archived. Invoices and logistics documents had absolute priority. „We also needed to ensure that all running systems would not be affected by data migration, that the availability of business-critical data was guaranteed at all times and that opening documents from the new archive would not take too long,” says Johanna Pakkanen, Senior IT Manager at Kemira.

The excellent references were convincing

But before the search for a specific solution began, Kemira’s infrastructure partner was changed as a result of the S/4HANA project. The new partner was also the ideal prerequisite for a new archiving system. So Kemira scanned the market and came across tia®, the intelligent archiving system from KGS Software GmbH. The good references, SAP certification and the range of functions and support convinced the Finnish chemical company.

After the decision in favor of kgs was made in the winter of 2022, everything went very quickly: a PoC was carried out in January 2023, a kick-off project was held in March, the migration to the new system was completed in May and the migration was completed in September. „The collaboration was very good and professional throughout the entire project. We were particularly impressed by the consultants’ expertise,” recalls the Senior IT Manager.



Johanna Pakkanen, Senior IT Manager, Kemira Oyj



*„Archiving is not a ‚nice to have‘, but a ‚must have‘. With tia® we now have a lean and powerful archive that meets all our requirements.“*

## Smart switch to the cloud

Today, all departments archive their documents on the kgs archiving platform. But very few of them know which system they use to archive their data, because it doesn't really matter for their day-to-day work. In other words, Kemira employees still process their documents in SAP and are hardly aware of how they are archived in the background in an audit-proof manner.

At Kemira, the fact that all archived documents can now be accessed quickly and easily is seen as pleasant. As archiving is not a nice-to-have solution, but a legally binding obligation, the company is all the more pleased that everything is running smoothly. „We were pleasantly surprised by how high-performance the solution is and how smoothly the switch to the cloud could be implemented with kgs,“ says Pakkanen, summarizing the successful project.



Johanna Pakkanen, Senior IT Manager, Kemira Oyj



*„It was very surprising how powerful the kgs solution is.“*



Johanna Pakkanen, Senior IT Manager, Kemira Oyj



*„While the response times and stability of the solution with the previous provider were not optimal, with kgs we are very satisfied with the cooperation, the contract terms and the individual support.“*



# in use

## Content Server

The tia® Content Server is a high-performance archive solution that integrates seamlessly into SAP and eliminates the need for costly rollouts of client components. In addition, the tia® Content Server is fully integrated with various storage and HSM solutions and can run on a variety of operating systems; existing server and storage infrastructure can be used and additional investments for document and data archiving are obsolete.

## Migration

The tia® migration software was developed for simple and controlled archive migration in the SAP environment. It can be used to seamlessly monitor whether the legal framework conditions are being adhered to when changing archives. The software also provides proof that all objects have been transferred correctly. tia® Migration can use any SAP ArchiveLink®-capable archive as a source and target system and can be switched to the new archive at the start of the migration.



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# case study

Lufthansa Group @ KGS Software GmbH

## Company profile Deutsche Lufthansa AG

The Lufthansa Group is a global aviation group. With almost 97,000 employees, the Lufthansa Group generated revenue of EUR 35,422 billion in the financial year 2023. The Lufthansa Group consists of the business segments Network Airlines, Eurowings and Aviation Services. Aviation Services includes the Logistics, MRO and Catering business segments as well as other companies and Group functions. The latter include Lufthansa Aviation Training and the IT companies. All business segments play a leading role in their respective sectors.

[www.lufthansagroup.com/de](http://www.lufthansagroup.com/de)

In cooperation with

**LUFTHANSA GROUP**

## short version

### Initial situation

The Lufthansa Group reviews its internal processes and structures at regular intervals in order to align them with new requirements if necessary. During one such review in 2013, it was determined that the existing archiving concept (OpenText) no longer met the changed requirements profile.

### The challenge

One particular challenge was that data archiving had to reliably store both SAP data and non-SAP documents. The technical prerequisite for a platform to be implemented was therefore not only SAP certification, but also the ability to support other formats. From a licensing and economic perspective, the company was also looking for a solution that was scalable and could easily map Lufthansa's numerous carve-in and carve-out activities - and at fair conditions.

### Solution

In the course of the tender, the Lufthansa Group got to know tia®, the SAP-certified archiving solution from kgs. As part of a PoC, the extent to which the platform meets the Group's requirements was examined. Since tia® provided the greatest overall overlap with the requirements profile and the price-performance ratio met the Lufthansa Group's objectives, the decision was made to introduce tia®.

### Result

The kgs platform was rolled out as an archiving system in the Lufthansa Group in 2016. As part of the regular optimization checks, a multi-provider strategy for data centers was to be implemented in 2019. In this context, tia® was also reviewed and convinced, so that a new contract was negotiated on a subscription basis and the kgs application has since been operated on MS Azure in data centers in Amsterdam.

# intelligent archiving

## Lufthansa Group relies on scalable archiving solution from kgs

*The international aviation group is introducing an archiving landscape that can be flexibly adapted - and at attractive conditions*

The Lufthansa Group is much more than a well-known provider of passenger flights.

The Lufthansa Group includes a large number of affiliated companies, for example in the logistics, technology and catering sectors.

The Lufthansa Group's IT infrastructure must be flexible and quickly adaptable to changes. Regular reviews of existing IT structures and processes ensure their future viability.

### A new archiving platform

In 2013, the aim was to find an archiving platform that would store both SAP data and non-SAP documents easily and reliably, support data entry processes - for example by simply scanning invoices - and display archived documents that are stored in an unchangeable repository.

As part of the market analysis, tender, various tests and a PoC (proof of concept), the tia@ platform was convincing due to the fact that the specifications and functional scope largely matched. SAP certification, the functional scope of tia@ and the ease of use of the platform were the key arguments in favor of this solution from kgs.

During the implementation phase, six SAP and two non-SAP systems were connected to the archiving solution. A total of 150 scan licenses and the licenses for the connected kgs Document Router systems were used. In the following years, concrete considerations for moving the kgs archive to the cloud began. Alexander Frick, Director Operational Procurement at Deutsche Lufthansa AG: "Our plan for the future in the archiving area was that kgs would provide the software, we would provide the cloud infrastructure and that a Lufthansa system partner would be responsible for support."



Alexander Frick, Director Operational Procurement, Lufthansa AG *(Quote from project completion 2023)*



*"Our aim was to split archiving into individual components: Today we have the archiving software from kgs, Lufthansa provides the cloud IT infrastructure and we have a system partner for support. It works perfectly."*

## Nothing is more constant than change

By moving to the cloud, the Lufthansa Group wanted to position itself more flexibly and at a lower cost. This also applied to the tia® archiving solution. Alexander Frick explains: "It was important to us to agree a flexible pricing model with a price scale based on the amount of data to be archived - in other words, the larger the amount of data to be stored, the lower the price." As the kgs tia® solution had proven itself in previous years, both parties checked the cloud capability of tia® on MS Azure; this was given. The new contract included an attractive price scale with flexible purchase of storage capacities. In 2021, the time had come: thirteen terabytes of archive data, which corresponds to around 80 million documents, will move into the new data center in Amsterdam by mid-2024. For the migration to the cloud, the scalability of the technical solution and thus the flexibility in the license agreement between kgs and the Lufthansa Group is also an important part of the cooperation.



Alexander Frick, Director Operational Procurement, Lufthansa AG *(Quote from project completion 2023)*



*"The subscription principle not only offers us a high degree of flexibility, but also attractive graduation and scalability, allowing us to benefit from lower prices for larger purchase quantities."*

## The kgs moment

This overall picture is what characterizes the more than ten years of cooperation between the Lufthansa Group and kgs. Alexander Frick defines the good relationship with kgs not only in terms of professionalism, expertise and SAP certification, but also because of the open, fair and solution-oriented approach. One example of this is the support kgs provided during the migration process. "During the move to the new data center, the consultants supported us intensively with their expertise and contributed to a smooth process. That was a great achievement," says Frick.



Alexander Frick, Director Operational Procurement, Lufthansa AG *(Quote from project completion 2023)*



*"The subscription principle not only offers us a high degree of flexibility, but also attractive graduation and scalability, allowing us to benefit from lower prices for larger purchase quantities."*



# in use

## Content Server

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## Viewer

The tia® Viewer is the software application for displaying PDF and image documents in the Internet browser. It is operated and managed as a servlet within a web server runtime environment. Important annotations for everyday work can be easily added with the Viewer.



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# case study

Stadtwerke München @ kgs



Stadtwerke München

Stadtwerke München (SWM) is one of the largest municipal utility and service companies in Germany. It provides the city of Munich with environmentally friendly and reliable supplies of electricity, natural gas, district heating and cooling, as well as drinking water. SWM manages the city's energy, water, and telecommunications networks, and operates 18 indoor and outdoor swimming pools. Its mobility subsidiary, Münchner Verkehrsgesellschaft (MVG), runs the city's subway, bus, and tram services, and also develops and implements new mobility solutions. SWM is wholly owned by the City of Munich and employs around 11,000 people.

More information: [www.swm.de/company](http://www.swm.de/company)

## short version

### Initial situation

Stadtwerke München (SWM) is implementing a new backend sales solution as part of the digital transformation of its mobility subsidiary (MVG). Unlike the previous system, the data captured in this new solution cannot be archived using ArchiveLink®.

### Solution

In collaboration with the archiving experts from kgs, SWM identified a way to archive the new sales data in the existing kgs archive. To do this, the files need to be enriched with various metadata and integrated into the existing archiving system via the CMIS interface. This approach enables seamless access to both the historical data and the data from the new backend sales system.

### Result

Since the kgs archiving platform supports both file formats (CMIS and ArchiveLink®), SWM was able to avoid migrating nearly five million existing documents to a new archiving system. MVG employees can continue to access their archived data as usual, enabling them to provide fast and efficient support to their customers.

# archive as Single Point of Truth

## Modern Archiving for Optimal Customer Service

***When Stadtwerke München (SWM) rolled out a new backend sales system, they needed to realign their archiving strategy. It quickly became clear that the comprehensive archiving platform from KGS Software GmbH offers far more than just SAP data archiving.***

SWM has been archiving its data with the kgs solution for “what feels like forever”. When their subsidiary, Münchner Verkehrsgesellschaft (MVG), introduced a new backend sales system, the question arose whether the kgs platform could also archive data from this new system. The challenge: the previous system had a structure closely aligned with SAP, allowing data to be archived via ArchiveLink® – a technology the new system no longer supports.

Since the utility provider wanted to avoid migrating nearly five million documents to a new archive, they turned to the experts at kgs to explore the requirements for integrating the new system. It quickly became clear that the kgs archiving platform can do more than just handle SAP or SAP-related data. Thanks to the CMIS standard, even the new sales data can be archived using kgs.

## Hybrid Archiving at the Single Point of Truth

Sebastian Dumdei, Solutions Architect at SWM in the Mobility IT Solutions division and responsible for the archiving project, explains: “One of our core requirements was that our customer service representatives must be able to access archived data quickly and easily. Service quality is our top priority, so it has to be possible to support everyone – whether new customers, subscribers, or Deutschlandticket holders – without delay. Immediate data access is essential for that.”

In the previous sales system, SAP stored references to sales-related documents. In the new system, an alternative processing logic is used to archive these documents. This logic improves the assignment of files to the relevant information through a structured organization. As a result, the documents to be archived are now enriched with additional business-relevant metadata – such as customer numbers, reference numbers, contract IDs, or invoice numbers – and are securely stored in the kgs archive via the CMIS standard. However, one challenge remained: SWM’s output management only supports the ArchiveLink® technology. To solve this, kgs implemented a custom enhancement that ensures these metadata fields are also passed through ArchiveLink®. This makes the archived documents searchable via CMIS as well – guaranteeing seamless data access at all times.

**Sebastian Dumdei, Solutions Architect at  
Stadtwerke München**



*“No matter how data and documents end up in the kgs archive, we can access them quickly, easily, and reliably. The performance is outstanding – and absolutely essential for our communication with customers.”*



Now, when a customer service representative enters a customer number in the backend sales system, all related documents and transactions instantly appear on their screen – enabling them to provide immediate support. Sebastian Dumdei explains: “It doesn’t matter whether the data was archived in the past via ArchiveLink® or now through CMIS. We can always retrieve it quickly and easily through the kgs archive – our Single Point of Truth.”

## Archiving Project Paves the Way for Future CMIS Initiatives

With a small team of just five people, Dumdei implemented the project over the past year. Today, only two IT specialists occasionally need to make sure everything continues to run smoothly. Dumdei says: “It’s a huge advantage that we didn’t have to migrate nearly five million existing records from the archive. Now we can simply store our new data in the kgs archive as well. That saved us a great deal of time and money – which is especially important given that SWM is a municipal company.”

As SWM is also part of the country’s critical infrastructure, strict requirements regarding retention periods, confidentiality, and compliance play a major role. “Thanks to our long-standing collaboration, we know that kgs is a reliable partner who meets all certification and compliance standards,” says Solutions Architect Dumdei.

### Sebastian Dumdei, Solutions Architect at Stadtwerke München

*“Not having to migrate our nearly five million records to a new system saved us a great deal of money, time, and stress.”*

It’s no surprise, then, that Stadtwerke München is looking to expand its use of kgs. Following the successful implementation of hybrid archiving at its mobility subsidiary MVG, other business units have taken notice.

“The new CMIS technology could act as an enabler for future SWM standard products and be applied in other projects as well,” Dumdei believes. He is more than satisfied that his archiving concept has helped MVG’s service centers provide fast and seamless customer support – especially since the customer advisors can continue working just as they always have, despite the hybrid archiving environment.

## The kgs Moment

Solutions Architect Sebastian Dumdei had a good feeling about the partnership from the very beginning. He recalls: “When we kicked off our workshop with kgs, we had no idea how the new backend sales system could be integrated into the archive. But the kgs team not only had answers to all our questions – they came with concrete implementation proposals. I was impressed by their expertise and really appreciated that they weren’t trying to ‘sell’ us something, but instead gave us honest, peer-level advice. That’s when I knew: kgs and the CMIS technology are the right path. Now we just need the courage to follow through consistently.”

### Sebastian Dumdei, Solutions Architect at Stadtwerke München

*“From the very beginning, kgs gave us a sense of competence and reliability. In critical project phases, their consultants stood by our side, giving us the confidence to move forward with the introduction of CMIS – a standard that other business units at Stadtwerke München are now adopting as well.”*



# in use\*

## tia® Content Server

The tia® Content Server is a high-performance archiving solution that integrates seamlessly with SAP and eliminates the need for complex client component rollouts. In addition, it offers full integration with a wide range of storage and HSM solutions and is compatible with various operating systems. Existing server and storage infrastructure can be utilized, making additional investments for document and data archiving unnecessary.

## tia® CMIS

By using tia® CMIS, companies can integrate their CMS systems to ensure a seamless workflow. This allows content to be transferred from one CMS to another without issues or limitations. tia® CMIS also helps reduce costs by providing a standardized method for accessing content, minimizing the need for expensive and complex integration solutions. Moreover, tia® CMIS represents a crucial step toward integrating CMS systems into cloud computing environments.

## tia® Migration

The tia® migration software was developed for simple and controlled archive migration in SAP environments. It allows seamless monitoring to ensure compliance with all legal requirements during the archive transition. In addition, the software provides proof that all objects have been transferred correctly. tia® Migration can use any SAP ArchiveLink®-compatible archive as both source and target system, and it allows switching to the new archive right at the start of the migration process.

\*Excerpt. Additional kgs product modules are also in use.



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# case study

STEAG @ KGS Software GmbH

# steag

For more than eighty years now, the name of STEAG has represented efficient, safe energy production and supply at both national and international level. The STEAG Group, in its capacity as one Germany's largest producers of electricity, holds installed power of approximately 7200 MW, and only 5000 MW (approximately) of that is in Germany. The Company works on the planning, development, realisation, operating and marketing of power stations and their subsidiary products. In addition to custom solutions in the field of supplying electrical power and heat, the Company offers a wide range of energy-related services. A turnover of €2.1 billion was produced in 2019, by a workforce numbering 6,378 worldwide.

[www.steag.com](http://www.steag.com)

## short version

### Starting point

An energy group which was planning to transition to SAP S/4HANA intended to carry out – as its first step, in advance of the migration itself – the reliable archiving of its data, in order to reduce the maintenance workload for the DMS system, whilst at the same time enabling PDF documents to be supplemented with graphics and annotations.

### Challenge

It was a specific requirement, as far as the Accounts department was concerned, that the adding of annotations and graphic elements into PDFs should be as straightforward as possible.

### Solution

Thanks to introducing kgs's tia® H5 Viewer, PDF documents can be supplemented with components and annotations – defined as desired – before their archiving. The results have made life easier for the 1,700 employees regularly working with SAP within STEAG Deutschland.

### Outcome

Whereas in the past it was consistently a tricky business to supplement PDF documents with annotations and graphic components, with H5 Viewer it has become child's play. No complications are experienced when it comes to archiving the correspondingly enriched documents. And they are already in the appropriate format for any subsequent migrations towards SAP S/4HANA.

## Case Study STEAG

# Converting annotations for archiving into PDF documents? Child's play!

*The STEAG energy group uses the tia® H5 viewer for enriching PDF documents with the maximum of information content – providing the ideal preparation for archiving and for a change of system.*

STEAG and its staff, of whom there are more than 6,000, are on the verge of having to migrate to SAP S/4HANA. Before matters progress to that stage, however, their IT people would like to make certain that all of the documents – approximately 20 million of them – are archived in a solid, stable situation, ready to be retrieved at any time, and especially retaining all of their annotations. That sounds simpler than it actually is, because the fact is that on a groupwide basis there are not only 3 different ERP systems being used but – above all – it's quite a tricky business to configure the reproducing of archived PDF files and their annotations. It was only when Uwe Pryka, the responsible project manager with STEAG, came across kgs's H5 Viewer system on the Internet, that he recognised that he had found a solution to his problem. And since then, there have been many other people – primarily his colleagues in STEAG's Accounts Department – who have benefited from the new software solution.

## Clean archiving for document annotations

In the first instance, it had been Pryka's objective – in the course of his company's migration to SAP S/4HANA – to achieve long-term reduction in the costs of maintenance for the SAP system, with a view to arriving at processes which were more straightforward and more easily reproducible. And here's the reason for this approach: STEAG's SAP system, together with archiving, is operated by an external provider. It had been



Source: STEAG

Pryka's fervent wish to achieve a straightforward means of processing, storing and – whenever desired – calling up "annotations" together with the graphic components that are inserted in PDF documents, when he was considering introducing the corresponding solution:

"In the interests, above all, of our colleagues, and there are approximately 1,700 of them, who regu-



Uwe Pryka, verantwortlicher Projektleiter STEAG



*"With kgs's H5 Viewer we have ensured that PDF files can be graphically edited and given annotations which can be called up at any time, even post-archiving."*

larly work with SAP, and that also includes my my colleagues from Accounts.”

He regarded it as crucial (from the outset) for a tool of this kind to be straightforward to operate. Not only that, but also he was aware of the significant history of annotations, and he also wanted the option of being able to supplement his eventual system with individual functions, and also graphic annotations. This was specifically important with regard to the stamping function of PDFs in Accounts.

Since then, the kgs solution has been supplemented not only with stamping functions but also a situation where individual reference texts can be drafted. And a handy “mouse-over” effect was programmed in. As Pryka explained: “Anyone navigating through an annotation by mouse control will be able to see who it was that created the comment. And that’s a useful piece of information when you are handling ongoing accounts procedures”.

However, the requirements he outlined in terms of what he wanted from tia® H5 Viewer go further than these user-friendliness aspects. Above all, it was vital that the annotations and graphic components generated in H5 Viewer should be easy to store and to archive.



Uwe Pryka, responsible project leader with STEAG



*“For our transition to SAP S/4HANA, we are already archiving twenty million documents. For that reason it’s really helpful that H5 Viewer’s functionality can be supplemented individually. It’s extremely flexible and so effective in use.”*

Pryka went on to say: “The kgs solution is perfectly tailored to our needs. It was straightforward to introduce, it is self-explanatory in use and it supports smooth and straightforward archiving of annotations.”

Consequently it has everything he needs for his archiving project and for the forthcoming migration to SAP S/4HANA.

## Satisfied users, thin processes and rapid ROI

„Pryka is not the only one with a sense of satisfaction: there has been very positive feedback from SAP users and those using PDFs.



Uwe Pryka, responsible project leader with STEAG



*“In the decision-making process, kgs’s expertise with SAP was a crucial factor. But what carried the day was that H5 Viewer makes it child’s play to insert annotations, graphics or individual stamps on PDF documents.”*

They welcome the fact that the tia® H5 Viewer has made the process of expanding PDFs with comments not only easier but – at the same time – more reproducible.

From Pryka’s point of view, a major benefit has been, above all, the reliable reproduction of PDFs and their comments after archiving. In the course of future migration, document access will no longer pass through DMS but exclusively via SAP. Thanks to H5 Viewer, though, all of the processing options for PDFs will be kept on, which means that processes are thinner and that there is less risk of error. And this is undeniably important when you are talking about a volume of twenty million documents.

And the ERP specialist who provided us with this feedback had the following assessment to share in respect of the cost savings achieved by using kgs tia®:

“Thanks to H5 Viewer, we were as thin as we could be when we came through the door”.

What he was referring to was the fact that with H5 Viewer you only have to budget for licensing charges and a controllable scale of operating costs. Pryka’s comment here was as follows:

“We have succeeded in taking a major step towards a future characterised by simplification. Architecture, stability and user-friendliness are benefits that have been well thought out in advance. And that is how Viewer is so supportive for us.”



# in use

## H5 Viewer

H5 Viewer is the software application for viewing PDF and image documents in the Internet browser. It is operated and managed as a servlet within a web server runtime environment. Important annotations for everyday work can be easily added with the viewer.



Uwe Pryka, responsible project leader  
with STEAG



*"I was enthralled by the frank and open attitude of the kgs people, together with their commitment. And the fact that they welcomed us with open arms although all that we had been using was H5 Viewer. They really committed themselves to the project, and I am still just as enthusiastic about our collaboration as I was in the first place."*



# kgs

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# case study

TRUMPF @ KGS Software GmbH



The TRUMPF company offers high-tech production solutions for machine tools, laser technology and electronics. They are used to manufacture a broad range of products including vehicles, building technology, mobile devices and modern energy and data storage systems.

[www.trumpf.com](http://www.trumpf.com)

## short version

### Challenge

Previously, TRUMPF relied on a traditional ECM system to archive SAP-related data and documents. However, the system was too complex, function rich and expensive in terms of maintenance costs compared to the actual purpose of providing documents in the SAP GUI.

### Solution

The kgs solution focuses on data archiving and storage of documents in an SAP context. This best matches the ERP-centric approach of TRUMPF. In addition, kgs was able to set up a complex, performance-critical infrastructure that connects archive and cache servers with SAP PLM across 15 international sites.

### Results

With this distributed archiving architecture comprising archive and cache servers, TRUMPF gains a performance that is vastly superior to a centralized solution. SAP knows every single server, monitors failures and can thus switch over to alternative servers if the need arises.

## Case Study TRUMPF

# design engineers collaborate efficiently across the globe thanks to SAP-integrated archive

In the mid-90's, electronic document management became a major trend. Many companies started to upgrade their ERP landscape by adding DMS and archiving systems, which delivered more and more functions over time. Recent developments are headed in the opposite direction, with machine tool builder TRUMPF serving as a representative example. Over the years, the legacy system, developed by a globally leading provider, had become too complex and too expensive in terms of licensing costs. What TRUMPF actually wanted was a lean archive that integrates SAP to serve the sole purpose of enabling documents processing in SAP. TRUMPF found these qualities in kgs' products, which is why the company introduced kgs Content Server across all global subsidiaries in late 2015. As a special feature, the solution archives the global CAD documents generated with SolidWorks based on a cache-server concept custom developed by kgs.

"With yet a new round of licensing negotiations around the bend, we knew it was time to switch over to a different technology," recalls Volker Blum, who heads the SAP system basic support unit at TRUMPF GmbH + Co KG. According to the previous licensing policy, each SAP user corresponded to an archive user. Given an ERP user base of 7,000 people, this was a costly arrangement. Moreover, according to Blum TRUMPF did not actually need a full-fledged ECM solution that required the company to run major implementation projects whenever a minor new feature, such as e-mail archiving, was to be introduced. Moving away from a monolithic collaboration ECM suite with end-to-end functionality, TRUMPF chose



Volker Blum

the lean kgs solution designed around SAP for the single purpose of delivering document archiving in connection with the SAP system world. TRUMPF adapted the same strategy for e-mail archiving, which is now also carried out using a



Volker Blum, LHead of SAP system basic support unit



*„When sounding out the market, kgs was the only provider whose solution met our special requirements within this unique system landscape.“*

dedicated specialized solution. The strategy is evident: Whenever SAP is the central business application, as many functions as possible are mapped within SAP; all other needs are met by drawing on special-purpose solutions such as kgs Content Server or Cache Server.

## Performance Is Critical for Efficient Construction Data Management

Construction and CAD data management is of key importance to TRUMPF. The design engineers create their drawings and models using CAD software such as SolidWorks. Machine assemblies, which can comprise more than 10,000 individual parts, are maintained in SAP PLM. These documents need to be stored and distributed in due time to the various construction departments spread across 15 countries. Given the typical size and bulk of files used in this industry, this is a major undertaking. In order to handle this massive data flow, TRUMPF built a complex, high-performance infrastructure based on the old DMS that comprises content (archive) and cache servers. Dieter Heger, IT administrator for the SAP basic support unit at TRUMPF: "If we centrally stored all CAD data here in Ditzingen, Germany, our engineers located all over the globe, such as in China, would have to download and then return the complete CAD data set from Ditzingen via the LAN whenever they wanted to work on an assembly. Such a setup would make seamless collaboration impossible."



Dieter Heger, IT administrator for the SAP basic support unit



*"We noticed that SAP users don't need full-fledged ECM functionality. It makes much more sense to take an ERP approach and use specialized tools where needed. The KGS archiving concept perfectly supports this philosophy."*

## Distributed CAD Storage Scenario

This is why TRUMPF sat down together with kgs to precisely map the complex content and cache server infrastructure grown over many years at the international development sites. Its individual components communicate among one another as well as with SAP PLM. The task of replacing the content and cache servers, which preceded the actual data migration project, was a major undertaking as it encompassed the entire archive infrastructure at each and every construction site. As an additional hurdle, the cache servers of the legacy system were not able to communicate smoothly with the kgs content servers, so it was not possible to change over on a per-site basis. Instead, before setting up the kgs content servers, first all cache servers had to be replaced sequentially. This meant that TRUMPF temporarily worked with both the new kgs cache and the old content servers. "When sounding out the market, kgs was the only provider whose solution met our special requirements within this unique system landscape. As another plus, kgs immediately grasped the complexities of our cache server system, which went well beyond the standard SAP archiving scenario based on ArchiveLink," comments Volker Blum. Now, every site across the globe has a dedicated kgs Content Server that locally stores all components the site is responsible for. As regards standard parts maintained in Ditzingen, parallel local kgs cache servers were set up to provide access to these remote parts. Whenever the engineers want to load an assembly, they log onto SAP PLM and specify the desired assembly. SAP then explodes the BOM, allowing the local parts to be loaded from the local kgs Content Server, while the standard parts are acquired from the local Cache Servers. With this architecture in place, TRUMPF gains a performance that is vastly superior to a centralized solution. SAP knows every single server, monitors failures and can thus switch over to alternative servers if the need arises. The SAP system is also aware of the site associated with each workstation/PC and can determine whether access is taking place locally or from a remote site.

After replacing all servers, TRUMPF launched the actual migration project in the summer of 2016. This involved moving a total of about three million documents (approx. 12 TByte of data) from the legacy to the new system. The transfer was facilitated with the kgs Migration solution. First, old content was moved to a kgs proxy server. When documents were queried, SAP PLM initially searched them on kgs Content Server; if they had not yet been transferred by the proxy, the request was handed over to the legacy content server. The migration and interim lookup procedure operated in the background, completely invisible to the user base.

Volker Blum, Head of SAP system basic support unit

*„With yet a new round of licensing negotiations around the bend, we knew it was time to switch over to a different technology.“*

## New Centrally Managed Clients

TRUMPF replaced all legacy archive clients for document viewing and scanning before any of the new servers went live. The now obsolete display client had been installed on each of TRUMPF's PCs. It was replaced with the dedicated SAP ECL viewer, which is installed on all clients. kgs Scan Clients were installed at 80 scan workstations across the globe and throughout various departments. Another benefit TRUMPF reaped from changing over to the new system was that the automatic invoice processing software was upgraded as part of the change. With the old system, this would have necessitated modifying the scan client, but the new kgs Scan offers a broader function range by default. Client configuration is also simpler than before: It no longer needs to be performed locally as the task can now be carried out via the central kgs Scan Server. This solution for rapid scan profile and license administration uses so-called profile groups to manage locally created profiles. It only takes a few clicks of the mouse to additionally assign these groups to any users, enabling new users to immediately draw on existing profiles. As a result, time-consuming

new generation of scan profiles following hardware replacement became a thing of the past. Automatic versioning furthermore takes care of keeping all kgs Scan Clients up to date by assigning profiles based on the 'pull method,' thus doing away with the need for manual assignment. Of course, introducing a new technology is never possible without a few initial glitches and problem—this holds especially true for a migration scenario as large and complex as the TRUMPF project. The way Dieter Heger sees it, this made it all the more important to collaborate with a partner who can quickly and competently implement requirements as they arise. For example, the financial accounting department wanted the kgs Scan Clients to work at least as fast as the previous solution. Here, kgs even exceeded the customer's expectations. Following several targeted adaptations, the new solution is roughly ten percent faster than the legacy system! And there is one more figure Heger points out to underscore the benefits of the kgs solution: The cost of maintaining the archiving system has dropped to a mere third of the previous expenditure.

## Migrating Six Terabytes' Worth of Commercial Documents in just three Weeks

While the focus rested on CAD data archival, TRUMPF also needed to transfer commercial documents to the new system. The company migrated 75 million incoming and outbound documents and data with a volume of six terabytes located in 20 logical archives (sales, procurement, material management, HR etc.) via Migration to the kgssystem in just three weeks more than a full month ahead of schedule. To facilitate this step, kgs set up a dedicated archive server at the Ditzingen HQ in addition to the server architecture for storing CAD data. Volker Blum: "We noticed that SAP users don't need full-fledged ECM functionality. It makes much more sense to take an ERP approach and use specialized tools where needed. The kgs archiving concept perfectly supports this philosophy." In light of this ideal fit, the machine builder is already planning to expand the solution by adding components such as ZADOC for SAP-based archiving of non-SAP documents.



# in use

## Scan

tia® Scan is the high-performance and intuitive scan client with direct control and storage/archiving of scanned documents from the SAP GUI. Companies can use it to implement centralized or decentralized incoming mail scenarios. For example, they can capture sensitive documents directly at the SAP workstation using a document scanner and automatically assign them to the corresponding SAP business object. Mass scanning with automatic barcode recognition or document capture for automatic forwarding to an SAP workflow are also easy to implement. tia® Scan supports the document formats TIFF, PDF & PDF/A. Scanned images are transferred from the application via the ArchiveLink® interface (HTTPS) directly to the correspondingly assigned archive. tia® Scan can be used flexibly in smaller companies or individual departments as well as company-wide in international corporations.

## Scan Server

tia® Scan Server is used to manage scan client profiles and scan licenses quickly and intuitively from a central location. It is therefore the perfect complement to tia® Scan when it comes to the uniform and central organization of scan solutions.

The locally created profiles are managed in so-called profile groups with the kgs Scan Server. These can then be additionally assigned to any user (LDAP account) with just a few mouse clicks. New users are thus able to use existing profiles very quickly. This eliminates, for example, the time-consuming task of resetting scan profiles after a hardware replacement. Thanks to automatic versioning, all scan clients are always assigned the latest profiles in a „pull“ process and no manual distribution is necessary. Scan licenses are managed per workstation and can be assigned or released easily and directly.

## ZADOC

The tia® ZADOC is a software package that supplements SAP-based document storage and retrieval processes with functions that are not available as standard in the SAP software environment. The product ideally complements an SAP archive, such as the tia® Content Server, with enterprise content management or document management functionalities that were not included in the design of the SAP ArchiveLink® interface.

tia® ZADOC is completely integrated into the SAP system landscape and uses the ArchiveLink®, DVS and http interfaces available in SAP. In addition to the comprehensive search functions, extended storage scenarios are also available. Highlights are an automated linking of documents to several SAP business objects, their versioning without using SAP DMS and the management of documents without SAP reference.



# in use

## Content Server

The tia® Content Server is a high-performance archive solution that integrates seamlessly with SAP and eliminates the need for costly rollouts of client components. In addition, the tia® Content Server also has full integration with various storage and HSM solutions and can run on a wide range of operating systems; existing server and storage infrastructure can be used and additional investments for document and data archiving are obsolete.

## Migration

The tia® migration software was developed for simple and controlled archive migration in the SAP environment. It allows seamless monitoring of whether the legal framework conditions are adhered to during the archive change. The software also provides proof that all objects have been transferred correctly. tia® Migration can use any SAP ArchiveLink®-capable archive as a source and target system, and it is already possible to switch to the new archive at the start of the migration.

## Document Router

With the tia® Document Router, a company can make documents from a wide range of sources usable in SAP, making it a universal input manager. The tia® Document Router can be used for all SAP ArchiveLink®-certified archive systems, document management systems and enterprise content management systems. It supports all SAP storage scenarios, including early archiving and late archiving with barcodes, archives documents in any ArchiveLink®-compliant archiving system and creates links to SAP business objects; the software runs on all Java-compliant hardware and operating system platforms and is suitable for mass import of large volumes of data.



Dieter Heger, IT administrator for the SAP basic support unit



*„The maintenance of the kgs solution now costs only one-third of that for the previous archive system“*



# kgs

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