TJC GROUP

BECAUSE YOUR DATA MATTERS

SAP ILM for GDPR

A Critical Part of your Data Management Strategy

Steve Peirce

Head of Sales UK, Ireland, & Nordics

Mark Holmes

Principle Enterprise Architect, BT Group

SBN NORGE
SAP USER GROUP NORWAY
POWERED BY ADFAHRER

14th September 2021

TJC Company Overview

KEY FACTS

- More than **20 years** of experience in Data Volume Management and **+10 years** in Tax and Audit
- Solutions to overcome DVM challenges for migration to S/4 HANA or any other ERP
- Thought leadership in Data Archiving & GDPR, Retirement of Legacy Systems and Compliancy on Tax & Audit
- +500 clients worldwide

SAP Silver Partner

Available on the SAP App Center

TJC Group: Areas of Expertise

01 SAP DATA ARCHIVING & SAP ILM

Make the right-sized move to **S/4HANA** and Lower the TCO of **S4**,

Automation of recurring Data Archiving for long-term benefits

02 GDPR SAP DATA MANAGEMENT

Manage data in your **SAP** systems to comply with Global Data Protection Regulations.

03 RETIREMENT OF LEGACY SYSTEMS

For SAP and non-SAP systems

Based on **SAP Cloud Platform**

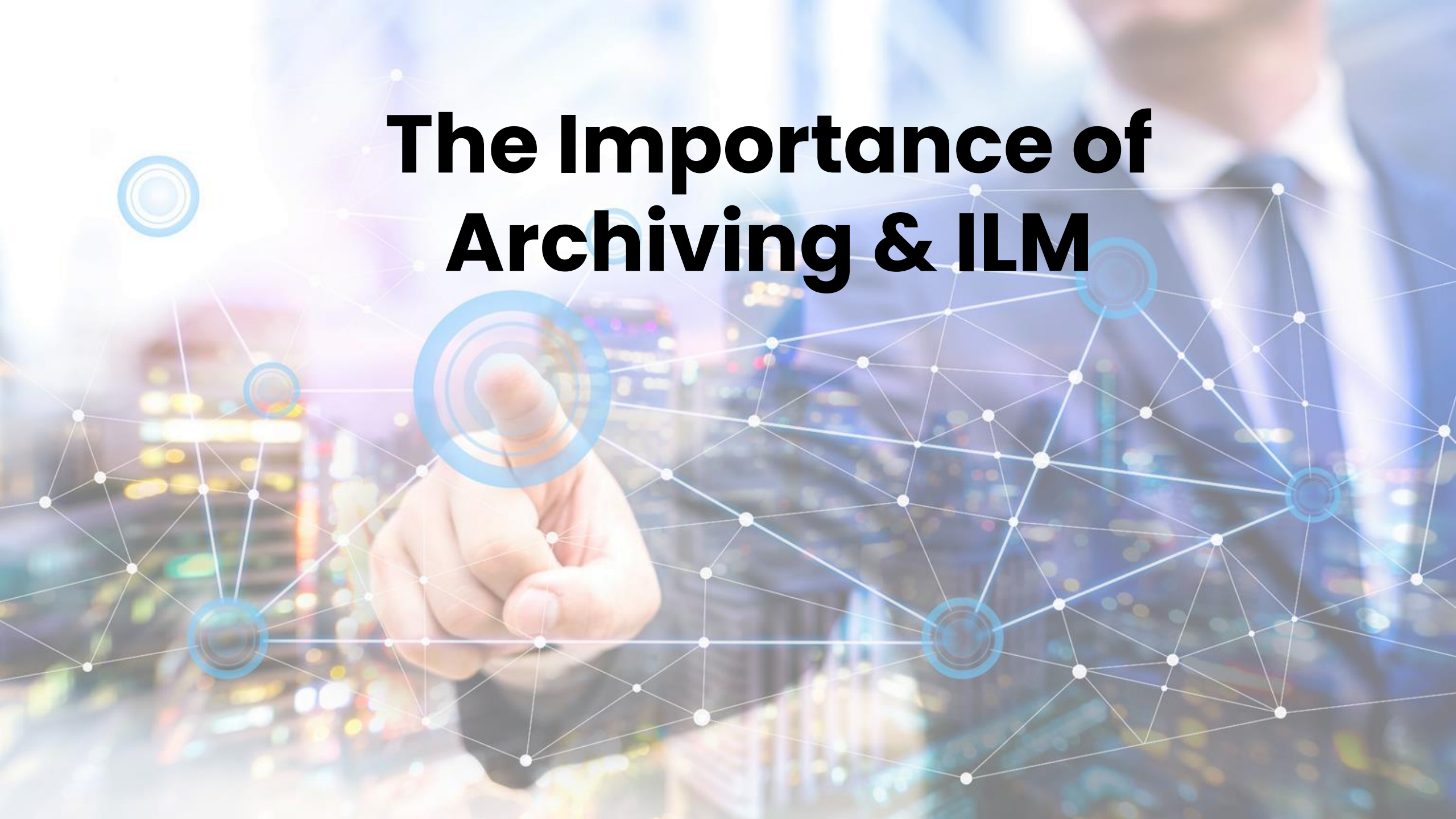
04 COMPLIANCY: TAX & AUDIT READINESS

Compliancy with tax and audit regulations

FEC and SAF-T standards

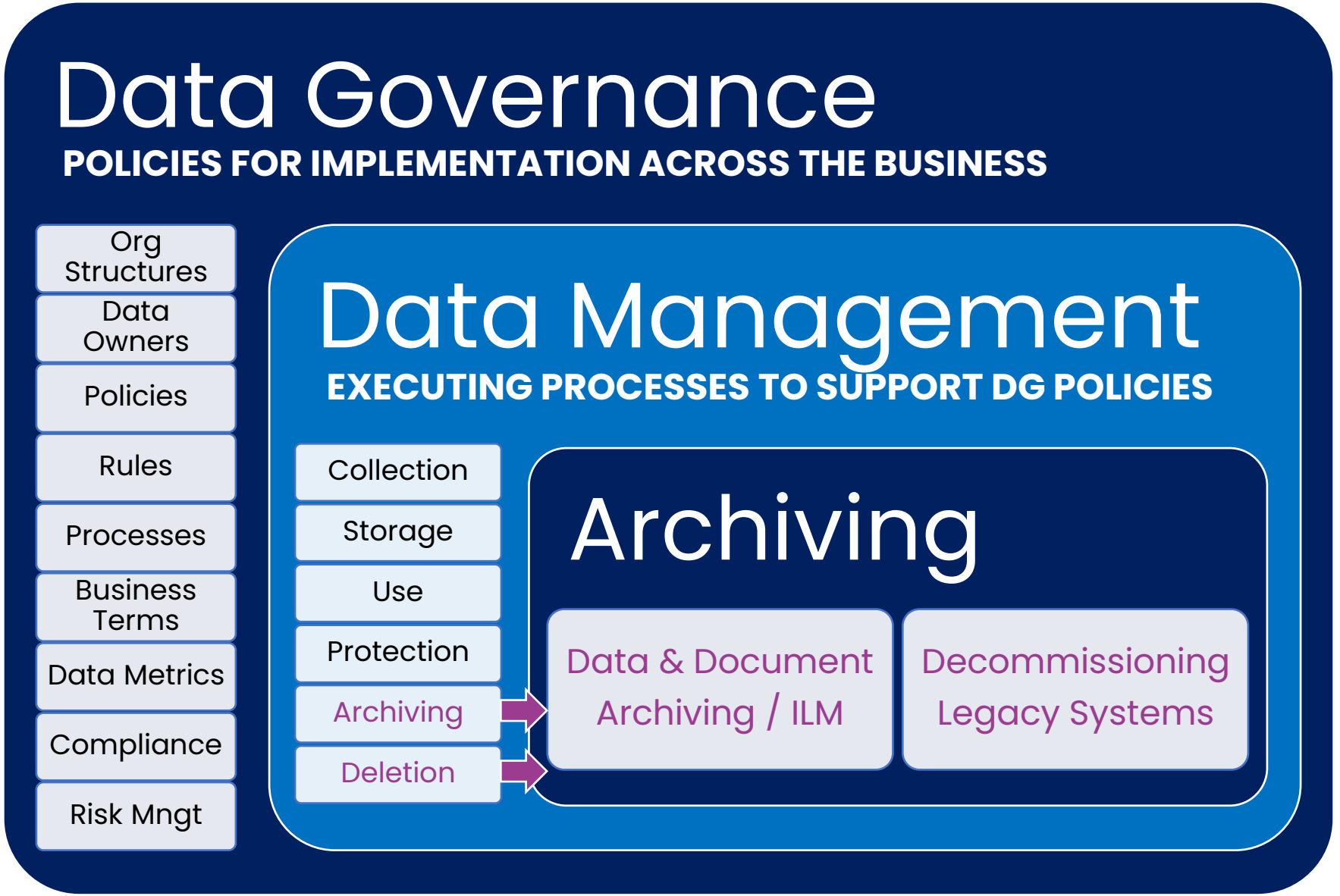
Agenda

1. The Importance of Archiving & ILM
   - A GDPR and Compliance Perspective
2. British Telecom Case Study
   - The Archiving Journey (so far)
3. Reducing TCO with ILM
4. Data Retention – Best Practice
5. Legacy Systems

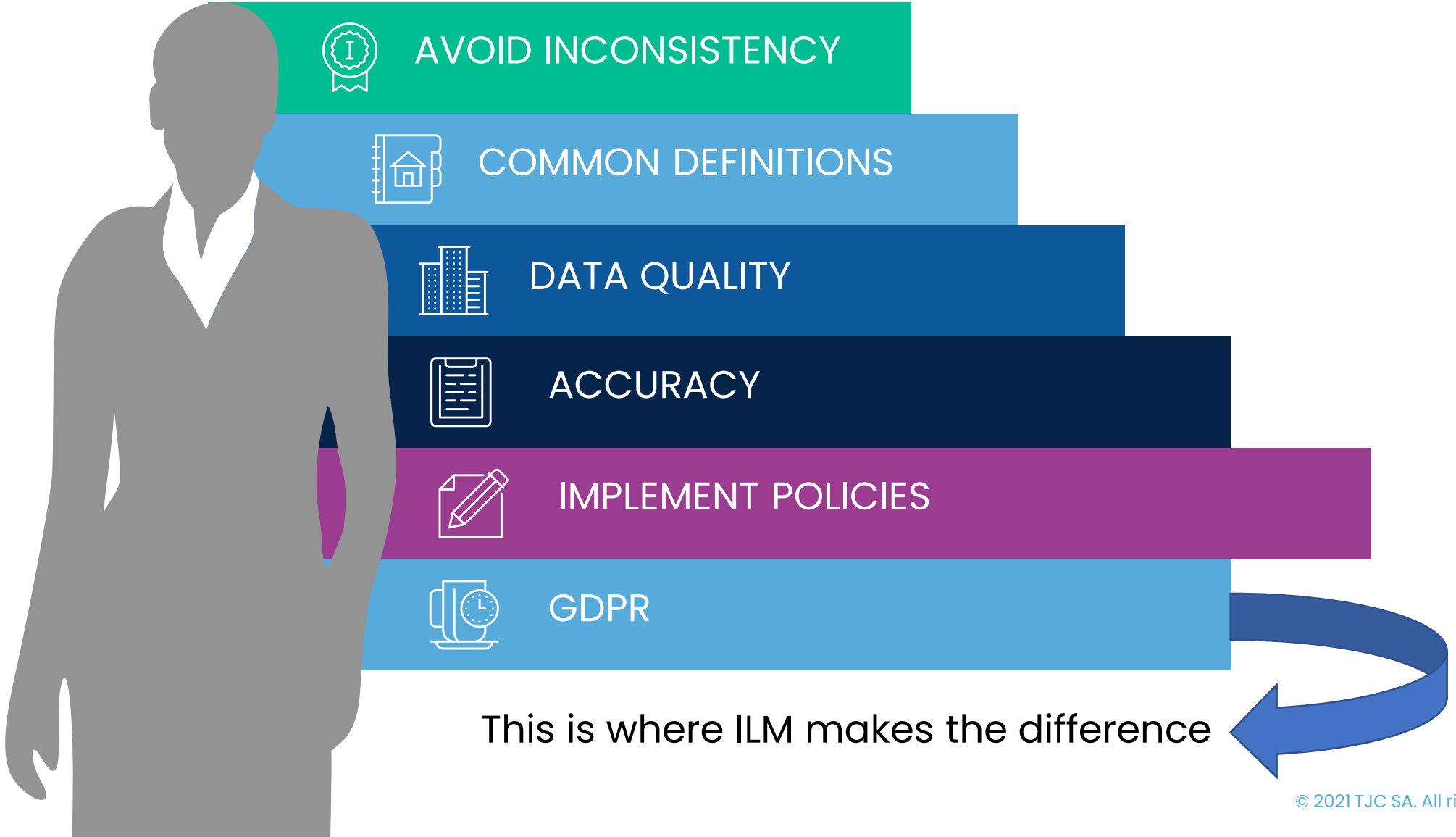


The Importance of Archiving & ILM

Definitions & the Role of ILM



Key Aspects of Data Governance



Data Governance & Data Management Working Together

Supporting an organization's overall management and safekeeping of its data

- Data Governance → POLICIES
- Data Management → PROCESSES

EXAMPLES

	Data Governance POLICY	Data Management PROCESS
Scenario 1	Data must be retained for 7 years to meet regulatory requirements	Perform necessary data archiving and/or deletion (ILM) within data storage systems
Scenario 2	Personally identifiable information (PII) can only be accessed by employees who need it to perform their jobs	Grant role-based access to employees who meet the criteria

Automating Data Governance with Software

Premise:
Most users know that DG processes can and should be automated via software.

Data governance can be successfully automated via software tools

- Better tool automation specifically for DG fits into the larger trend
- Some users are still not fully committed to the concept

74% TRUE/MAYBE

Data governance is only people and process without need for software automation

- DG depends on people and processes
  BUT
- Can be enriched, better documented, shared for reuse, and sped up by software automation
- Automation has become an established requirement for modern data governance

78% DISAGREE

Source: Research by www.tdwi.org 2021

EXAMPLE – ILM Focus Group Survey

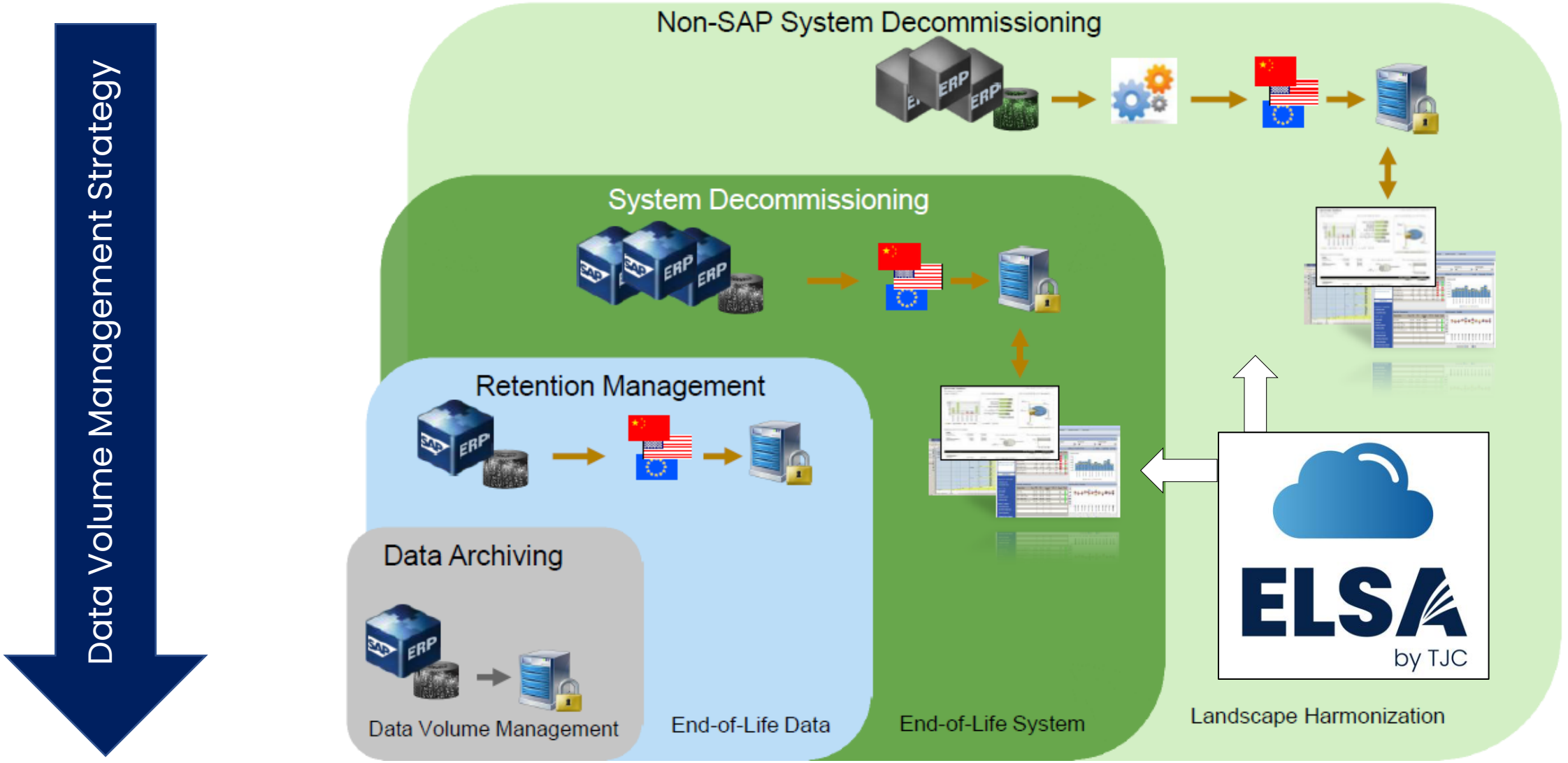
Statistics from a European SUG ILM Focus Group Survey

- 43% not using SAP ILM but have a broad interest in ILM
- 29% currently delete from the archive, of which only 5% use ILM
- On average spending 8 hours/week on archiving activity
- 38% planning the migration to S/4HANA in 1-3 years
- 58% - there are *either* no plans in place to Migrate to S/4HANA *or* there is 'no information'

Why is Data Archiving & ILM relevant for Data Governance?

1. WHAT is this information?
2. WHEN was this information created or processed?
3. WHERE is my data?
4. WHO has access to this information?
5. WHY is this information being retained?

From Data Archiving to ILM to Decommissioning



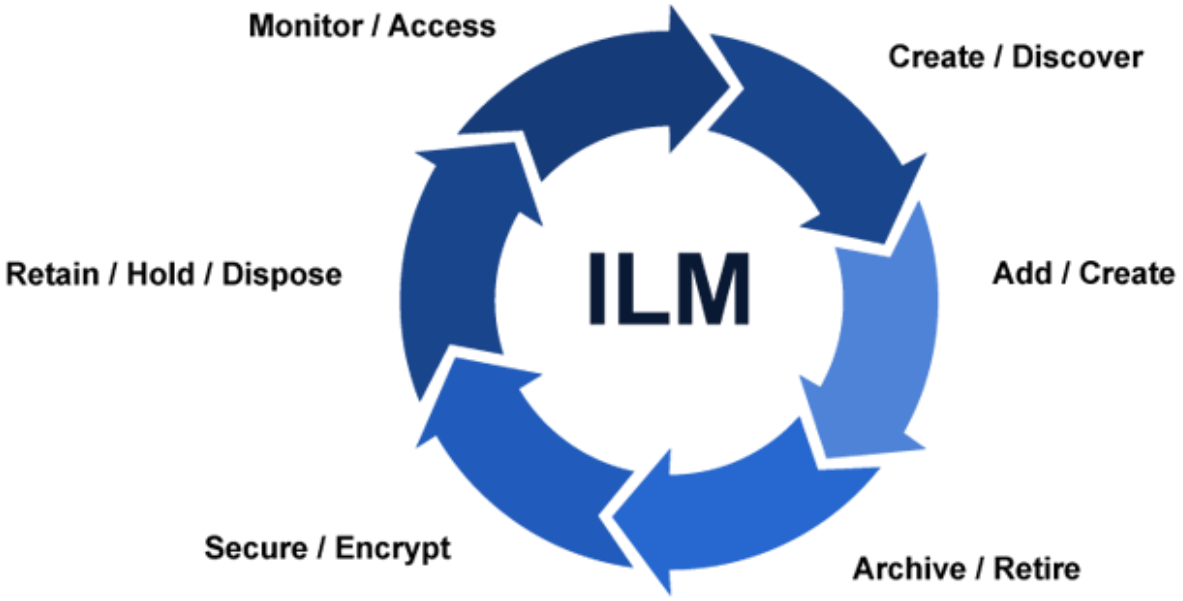
Source: SAP

The Effect of GDPR on the Management of Personal Data

The Six Data Processing Principles

Personal data must be:

- Processed lawfully, fairly and transparently.
- Collected only for specific legitimate purposes.
- Adequate, relevant and limited to what is necessary.
- Accurate and, where necessary, kept up to date.
- ***Stored only as long as is necessary.***
- ***Processed in a manner that ensures appropriate security.***

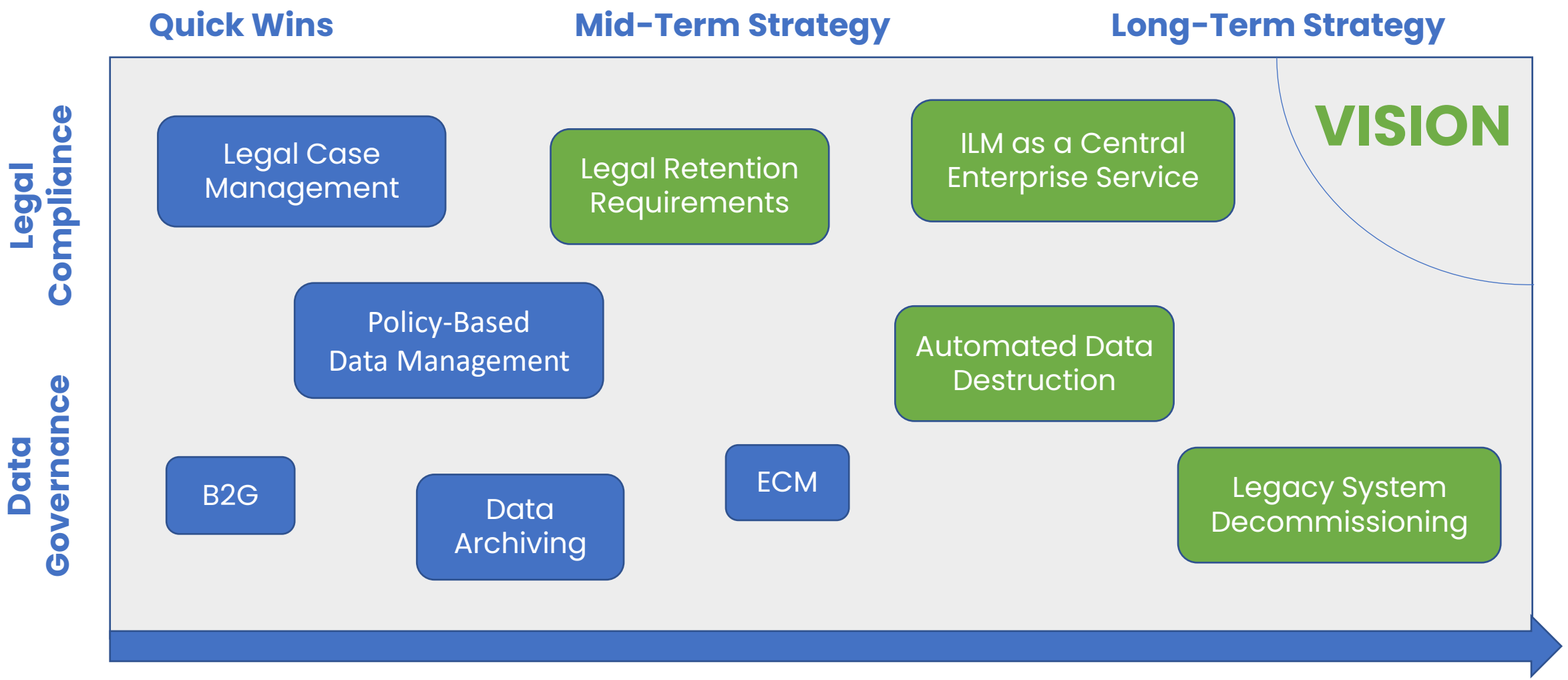


Source: https://www.itgovernance.eu/sv-se/eu-general-data-protection-regulation-gdpr-se

Information Management Challenges

The Benefits of a Robust ILM Solution

Ongoing Strategy



British Telecom

Case Study

Our SAP Archiving Journey

Date: 14th September 2021

Introduction

Mark Holmes

Principal Enterprise Architect

ERP Core Architecture | Digital

- Have worked for BT for almost 20 years, having started at Orange UK, through the Joint Venture with T-Mobile UK, the launch of EE and acquisition by BT
- I am responsible for the architecture and strategic roadmap for the ERP Core domain
- Actively engaged with our strategic Business and ERP Transformation to SAP S/4HANA, starting with our Finance and Procurement capabilities
- Collaborating with our HR team on their transformation and journey to SAP Success Factors
- Working with our Procurement colleagues on their ‘Digital Garage’ programme to transform how they manage sourcing and ‘Tail Spend’

About BT

Key facts

We're one of the world's leading communications services companies. The services we sell are integral to modern life.
Our purpose is as simple as it is ambitious: we connect for good

We're the largest provider of consumer fixed-line voice and broadband services in the UK

With EE as part of BT Group, we're the UK's largest mobile network operator

We're one of the leading Sport Pay TV broadcasters in the UK

We serve global multinational organisations with our security, cloud and networking services

We're aiming to extend our FTTP footprint to reach 20 million premises by the mid to late 2020s

We are committed to improving every aspect of the customer experience

- BT operates in 180 countries
- Our main activities are the provision of fixed-line services, broadband, mobile and TV products and services as well as networked IT services

About EE

The UK's best mobile network

- EE acquired by BT in February 2015
- Our mobile network in the UK has won the following awards:
  - UK's best network for gaming
  - UK's fastest network
  - UK's best network for 4G and 5G
  - 5G in more places than any other network
  - 4G in more places than any other network

Background

The problem statement

EU GDPR & Information Retention Policies

Significant growth of data

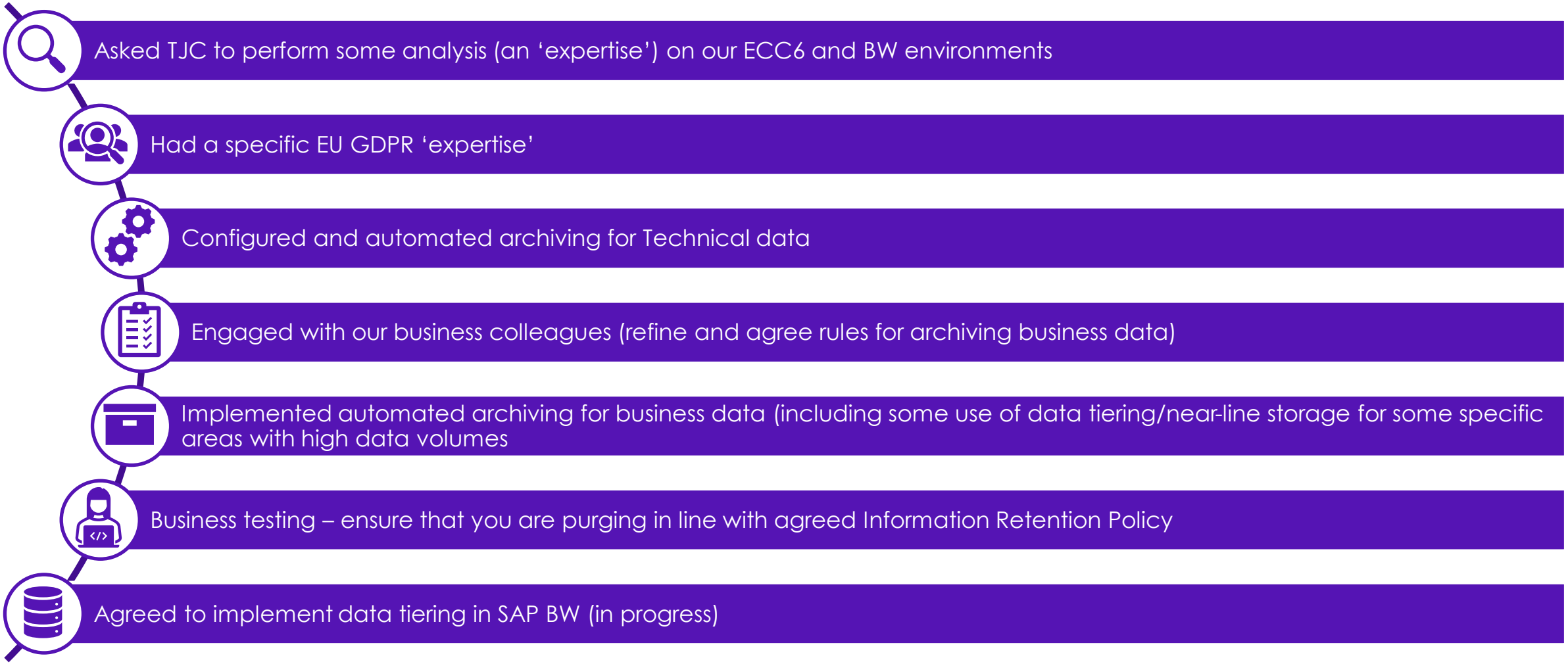
Performance issues

Issues with hosting in a legacy environment

Data centre moves (including change to Unicode)

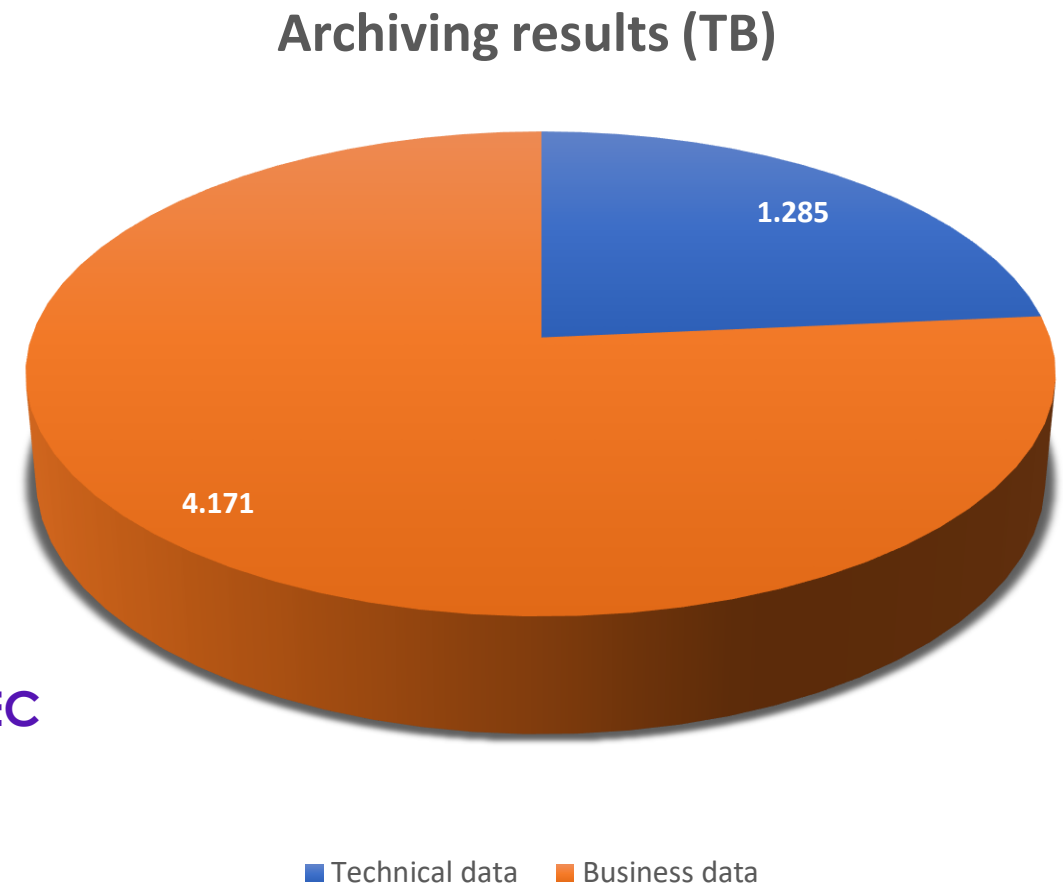
Concerns over consolidation of our SAP estate

Actions – What Did We Do?

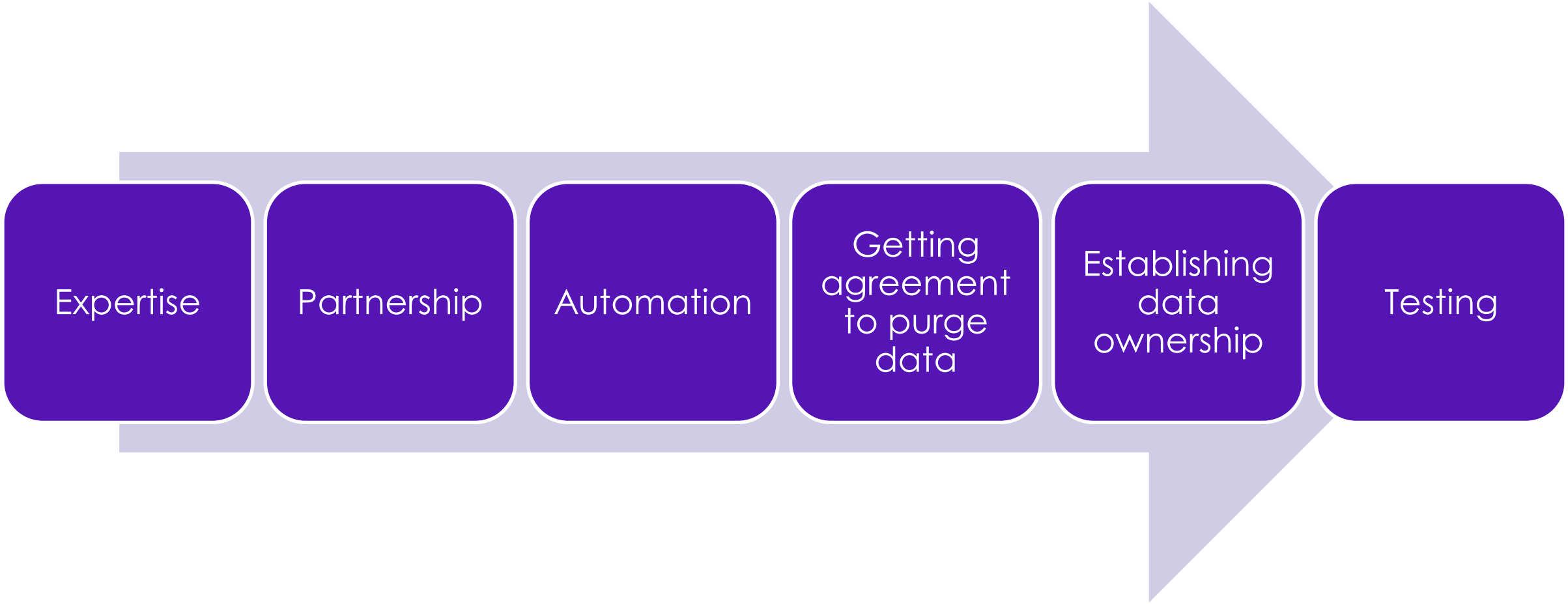


Results – What Did We Achieve?

- Information Retention Policies implemented and automated
- Immediate data reduction and slowing of data growth
- Performance improved
- UNICODE deployed
- 2 data centre moves completed, inc. Move to HEC
- SAP ECC6 consolidation completed

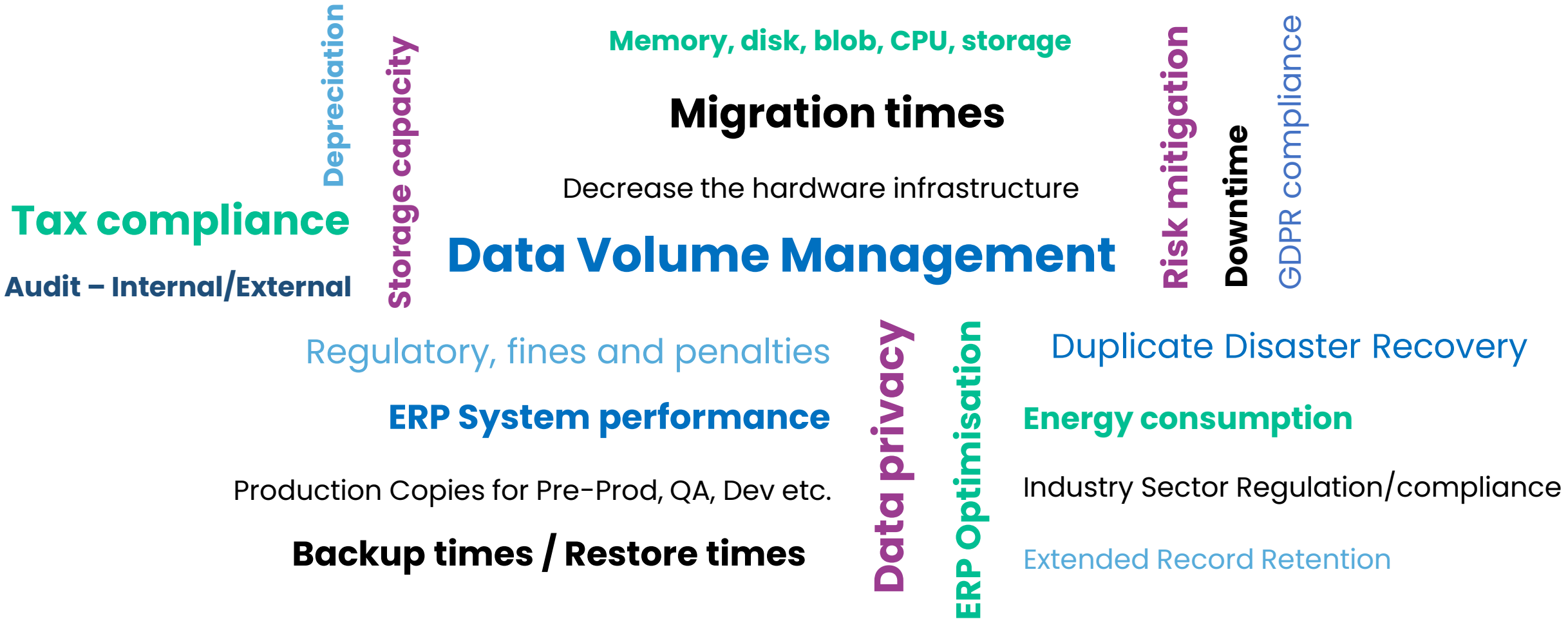


Summary – Key Takaways

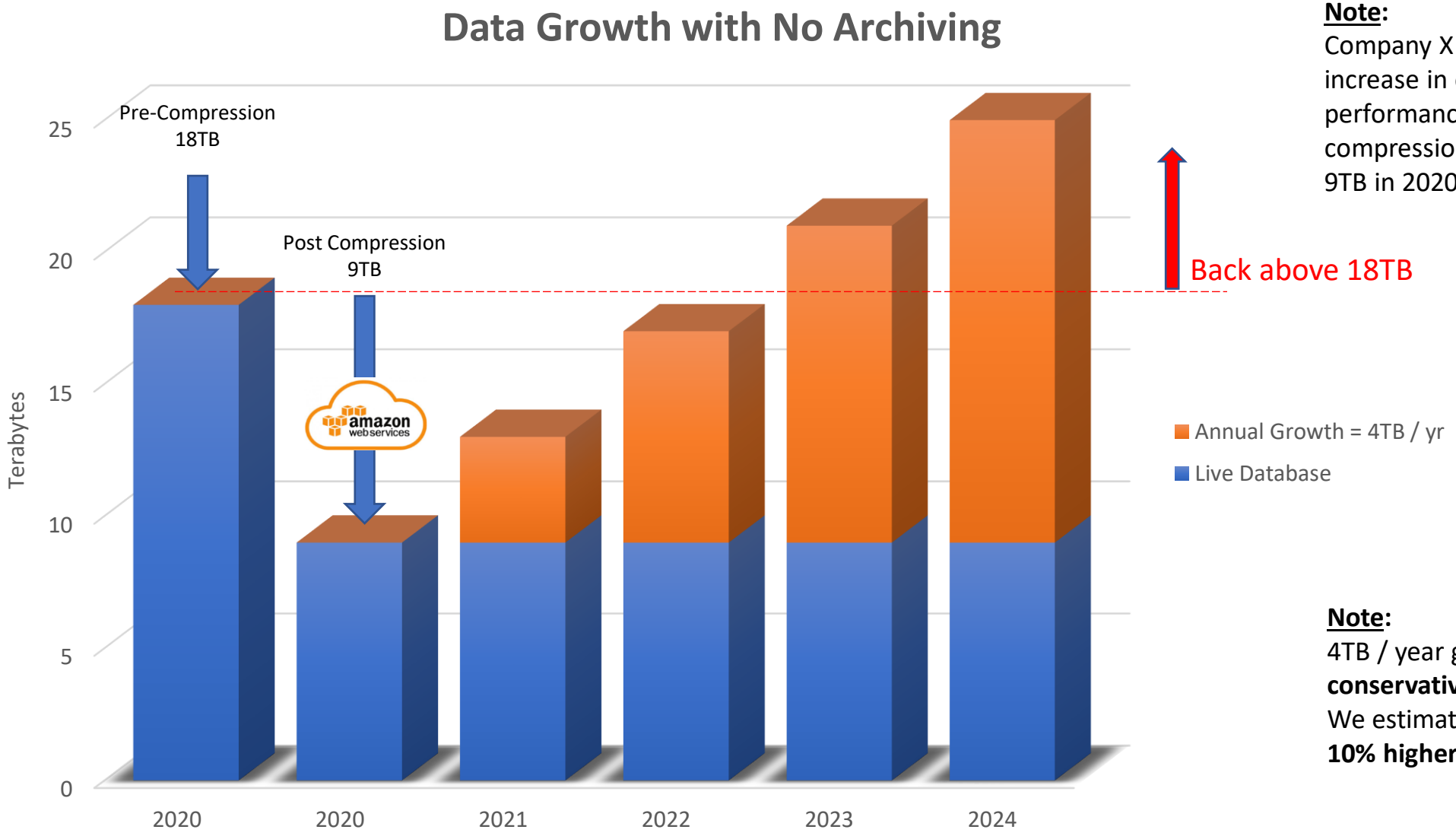


Reducing TCO with ILM

Aspects of TCO: Total Cost of Ownership



The Effect of Doing Nothing



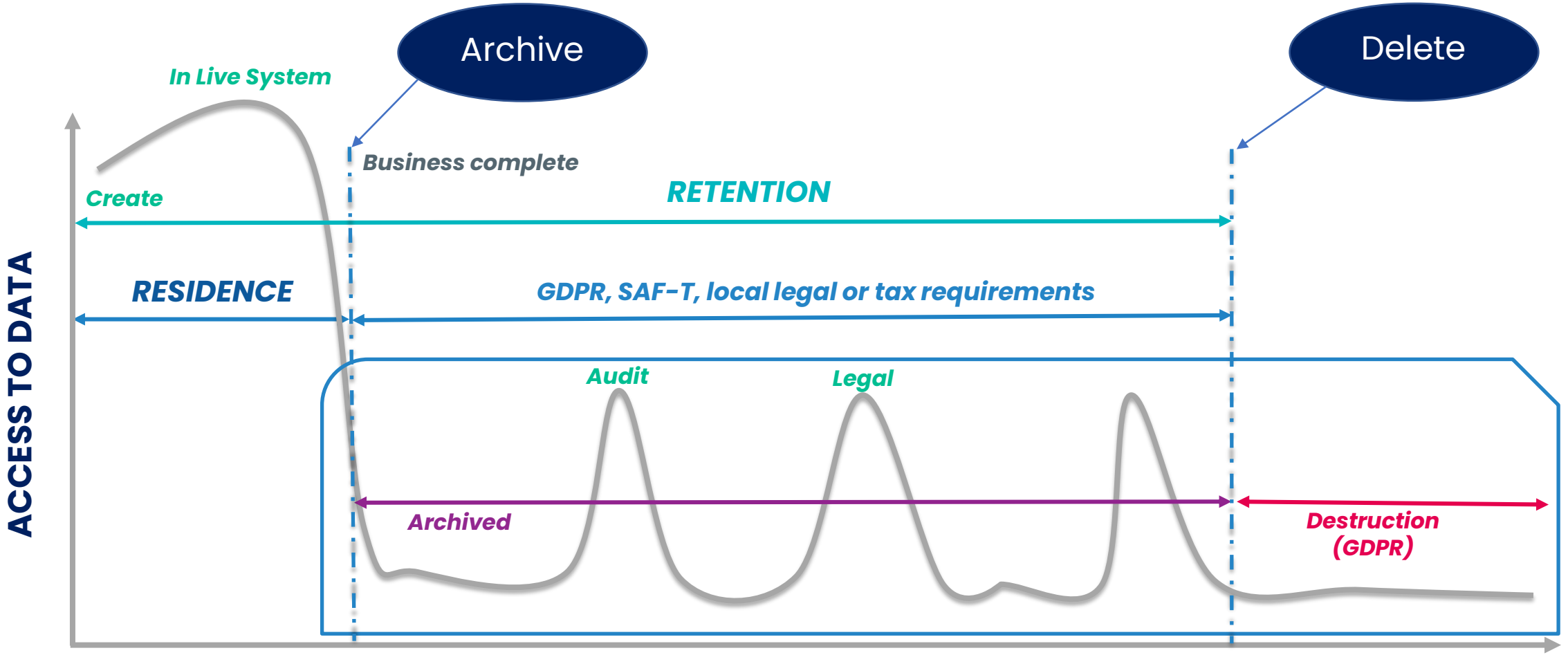
Note:
Company X recognised a **65%** increase in operational performance after the initial data compression from 18TB down to 9TB in 2020/21

Note:
4TB / year growth is a **conservative** estimate.
We estimate that this could be **10% higher** in reality

Retention & Residence

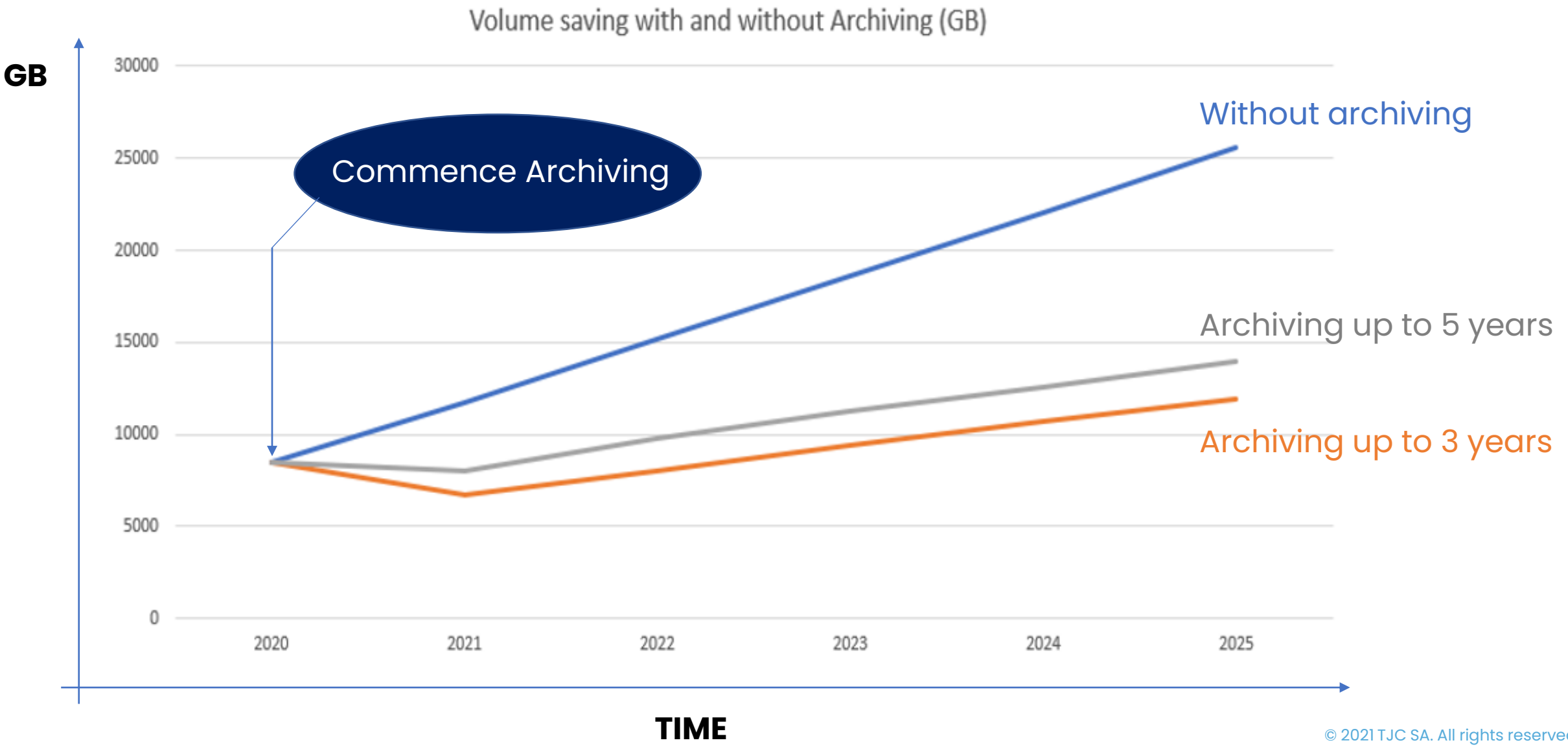
Definitions & Considerations

Definitions & the Data Lifecycle

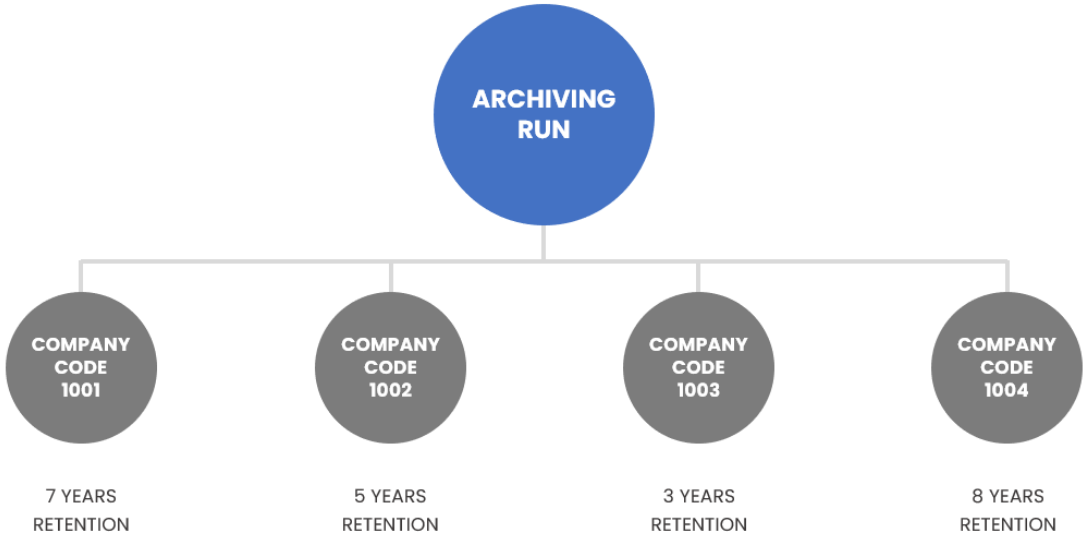


AEC by TJC B2G ASC by TJC AEC by TJC ASC by TJC

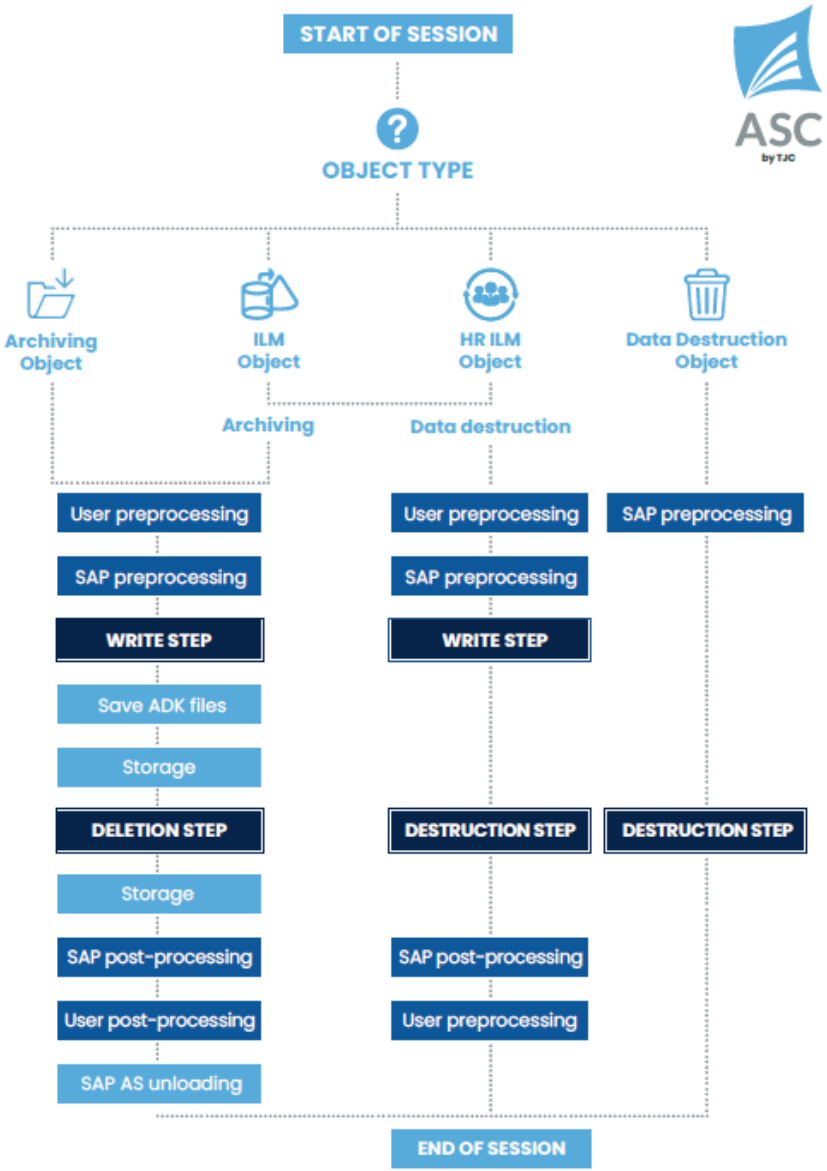
Choosing the Right Residence Period



Managing Retention Requirements in Different Countries?



UK Germany Norway Poland



Legacy Systems

Options & Best Practice

Why Should I Decommission my Legacy Systems?

OLD DATA

A system that no longer retains the current/active business data for day-to-day transactions

READ ONLY

A ‘read-only’ system that has the historical data to respond to typically tax, regulatory and compliance enquiries

COST

A system that incurs ongoing costs:

Licencing

Energy/data centre costs

IT support and maintenance

OLD TECHNOLOGY

Unsupported applications and old technology.

Cannot guarantee that data can be accessed to avoid penalties and fines

Decommissioning Process

Searching for Archived Data

Sales Order Demo — Graham LITTLE

Sales Document: 8330...8333 1 More | Sales doc. type: | Created On: | Sales Org.: | Distr. Channel:

Selection Criteria: All Sales Order | Data Source: SAP Archive 2 More | ELSA Workspace: D60 | Adapt Filters | Go

SAP Data (3)

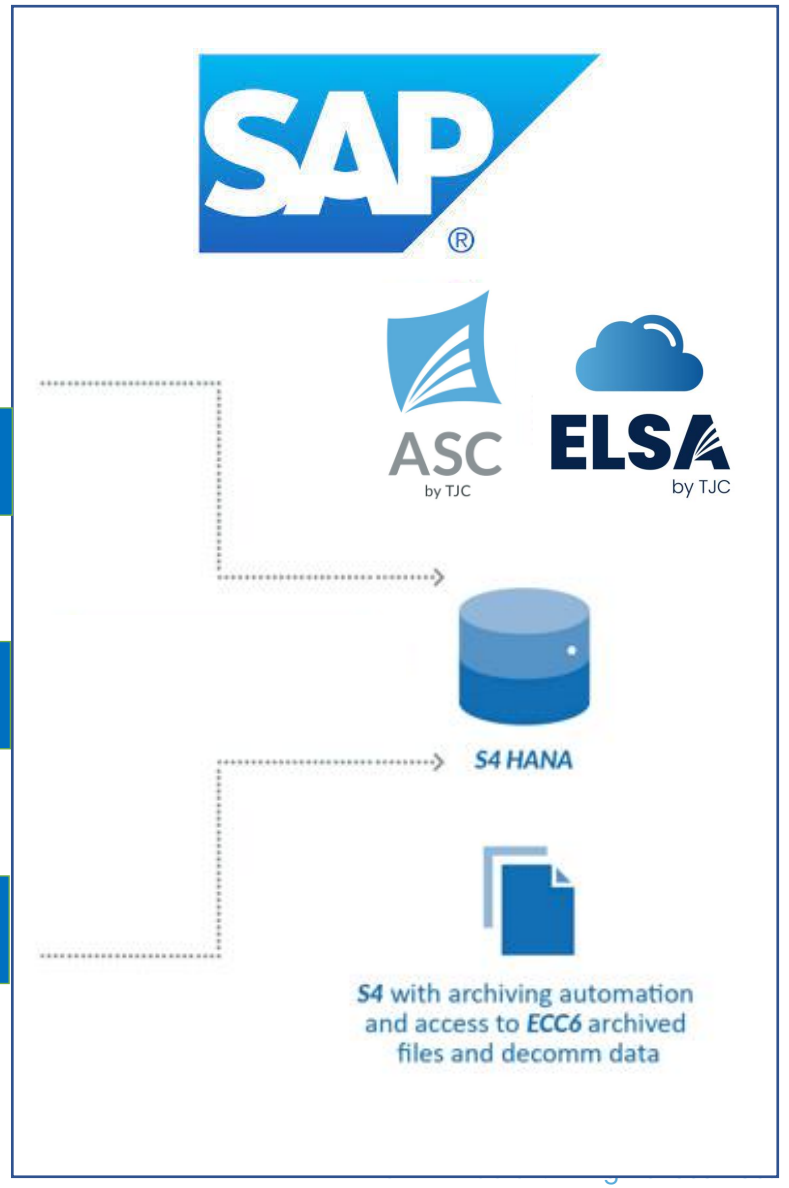
Sales Document	Sales Document Type	Document Category	Doc. Date	Sales Organization	Distribution Channel	Net Value
1000	OR	C	Mar 22, 2016, 12:00:00 AM	1710	10	239750.000
8332	OR	C	Jul 22, 2016, 1:00:00 AM	1710	10	16.900
8333	ZOR	C	Jul 22, 2016, 1:00:00 AM	1710	10	1.150

ELSA Data (4) - (D60)

Sales Document	Sales Document Type	Document Category	Doc. Date	Sales Organization	Distribution Channel	Net Value
8330	OR	C	Dec 4, 2002, 12:00:00 AM	1000	10	30820.000
8331	OR	C	Dec 4, 2002, 12:00:00 AM	1000	10	30820.000
8332	OR	C	Dec 4, 2002, 12:00:00 AM	1000	10	30820.000
8333	OR	C	Dec 4, 2002, 12:00:00 AM	1000	10	30820.000

Archive Data (2)

Sales Document	Sales Document Type	Document Category	Doc. Date	Sales Organization	Distribution Channel	Net Value
8330	OR	C	Jul 22, 2016, 1:00:00 AM	1710	10	209007.000
8331	OR	C	Jul 22, 2016, 1:00:00 AM	1710	10	38705.000



TCO Considerations for Legacy Systems

HARDWARE

Costs for Technical Infrastructure

- Computer Hardware
- Network
- End-User Environment
- Green IT (Power Consumption, etc)

OPERATIONS

Costs for System & Application Operations

- Monitoring
- Administration
- Problem Management
- Change Management
- Service Costs & Incident Management

SOFTWARE

Costs for System & Application Operations

- Computing Hardware
- End-User Environment
- Extended Maintenance Fees

APPLICATION IMPROVEMENTS

Costs for Continuous Improvements

- Process Design
- Organisational Changes
- Technical Setup
- Business Setup
- Project Management
- Testing & Training

Retain or Decommission

RETAINING A LEGACY SYSTEMS MEANS RETAINING THE COSTS

Retain a legacy system only if you have to **re-access information** very often (hourly), otherwise the value will reduce (certainly after the first year)

DECOMMISSIONING TO A SECURE AND EASY-TO-ACCESS PLATFORM

When a system is decommissioned, the ***applications*** **are lost but the *data* is available**. The data can be searched for, and you can remain compliant in doing so

MAINTAIN THE CONSISTENCY AND INTEGRITY OF 100% OF THE DATA

When a system is archived and/or decommissioned, there should be a full **audit trail** of who did what and when. As 100% of the data is extracted, you can be confident from an audit perspective

REDUCING CURRENT & FUTURE RISKS OF NON-COMPLIANCE

Records are retained and managed as per your legal obligations. Enables continued, direct access for tax, audit and business purposes

TJC GROUP

BECAUSE YOUR DATA MATTERS

Thank You

www.tjc-group.com

TJC GROUP

BECAUSE YOUR DATA MATTERS

Steve Peirce

TJC UK/Ireland

Nordics & USA

speirce@tjc-group.com

+44 (0) 7833 122778

www.tjc-group.com