



# A European National Railway Company

Lowers cost and improves compliance with Smart Archive Strategy

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**Customer:**

A European National Railway Company

**Industry:**

[Travel & Transportation](#)

**Solution:**

[Enterprise Content Management](#)

## Overview

Using an IBM Smart Archive Strategy solution, the company can manage and govern information over its life cycle while reducing costs. Records management capabilities confirm that information is properly retained and protected for compliance requirements.

**Business need:**

Historical transactional databases for ticket sales, fileshares of related content (email, invoices, orders, office documents), and other financial system data were growing and unmanaged.

**Solution:**

Working with IBM, this European national railway company implemented a Smart Archive Strategy solution that manages and governs both structured and unstructured information over its life cycle from a single user interface.

**Benefits:**

Significant cost savings anticipated with the capability to decommission legacy databases and fileshares and manage archived data on less expensive storage systems; improved database [performance](#); improved ability to meet compliance demands; enhanced customer service.

## Case Study

When IT representatives from this European national railway company met with IBM, they were looking for insight into how to develop a Smart Archive Strategy that would help staff locate, collect, organize and leverage information across the organization. This state-owned company, which operates more than 10,000 trains daily transporting millions of passengers and freight, was facing numerous challenges as European regulations encouraged competition. New customer service initiatives—such as e-ticketing—were integral in helping the company maintain its leadership position and expand its reach across Europe. But as the firm's chief [technology](#) officer and IT staff began to assess the implications of e-tickets on the IT infrastructure, the need for a Smart Archive Strategy became clear.

Rapidly increasing volumes of data would affect service levels and dramatically expand capacity requirements for expensive Tier 1 storage devices. Additionally, with ticket-related information stored in multiple systems and in multiple forms (PDFs, database records, email messages, invoices, documents, etc.), responding to refund requests or financial inquiries was time consuming. Company staff had to search each system manually to find when a ticket was purchased, whether it had been used and how it had been paid for.

### **IBM Smart Archive strategy aligns with railway's needs**

While evaluating possible solutions, the company's chief technology officer, along with database and archive specialists, focused on controlling continued data growth. However, after initial product reviews and strategy discussions, the team also presented its plan to leaders in the company's public and freight transportation divisions, as well as to the company's chief financial officer, to confirm that all divisions would ultimately be able to use the platform and gain greater business value from the information.

IBM provided an integrated approach for managing and leveraging information throughout its life cycle and helping the railway extract new business value from the information—all while reducing infrastructure costs and complexity.

During the first phase of the project, IBM® Software Services worked with company representatives to create and validate a detailed design for the new Smart Archive system, install a test platform and integrate IBM Software with the company's ticket accounting [application](#). The second phase focused on installing the production platform and live testing with early adopters.

### **Improving information life-cycle management**

Using an IBM Smart Archive Strategy solution, the railway is today better able to manage and govern information over its life cycle. The solution enables the company to:

- Manage both structured and unstructured information—from any source for simplified collection and management
- View all ticket sales and related documents for each case by means of a single, easy-to-use interface
- Confirm that all information is retained and protected based on business, legal and regulatory requirements
- Maintain the integrity of the data, confirming read-only access of financial information to prevent fraud
- Deploy a single platform enterprise wide

Here's how it works:

IBM InfoSphere™ Optim™ Data Growth software is used to move structured historical data from the production e-ticketing database into a read-only archive. Data is moved based on the age and type of transaction as defined by the company's business policies. The software also automatically creates an index of records stored in the archive that can be used for search and discovery. With IBM InfoSphere Optim software, data archived from decommissioned (retired) applications remains accessible as well.

IBM Content Collector for File Systems automatically captures unstructured content (email messages, PDFs of receipts, documents, etc.) as they are placed in monitored locations on the fileshare along with the index of records stored in the Optim archive and inputs it into IBM FileNet® Content Manager.

IBM FileNet Content Manager then provides the content federation and content life-cycle management engine along with an out-of-the-box user interface to deliver the single interface users need to locate relevant data and content.

Now, when users submit queries through the FileNet Content Manager interface, they can see all documents and email messages, along with pointers to records stored in the Optim archive relevant to a specific transaction. From there, they can right click on any item to view it. Transaction records stored in the Optim archive are displayed using IBM FileNet eForms.

IBM Enterprise Records is integrated with IBM FileNet Content Manager so that the company has a single interface for both records management and search and display functions. For example, if a judge requires retention of specific information as part of litigation, records management staff can suspend destruction with a hold function and update the deletion date for the required business records from one convenient screen.

### **Significant cost savings and improved compliance**

While the solution has just recently gone live, the company anticipates significant cost savings with the ability to decommission legacy databases and fileshares and manage archived data on less expensive Tier 2 and Tier 3 storage systems. As historical data is archived and removed from the production database, e-ticket application performance is expected to improve. Backup and restore processes will also take less time. Customer service will improve as staff can more quickly and efficiently respond to refund requests. Compliance with regulatory, business and legal requirements will be strengthened with the ability to safeguard records, and the ability to centralize preservation/hold orders and life-cycle retention and disposition policies.

### **For more information**

To learn more about IBM Smart Archive Strategy, please contact your IBM sales representative or IBM Business Partner, or visit the following website: [ibm.com/software/data/smart-archive](http://ibm.com/software/data/smart-archive)

You can get even more out of IBM Software by participating in independently run IBM User Groups around the world. Learn about opportunities near you at [ibm.com/software/data/content-management/usernet.html](http://ibm.com/software/data/content-management/usernet.html)

## **Products and services used**

IBM products and services that were used in this case study.

### **Software:**

[Content Collector for File Systems](#), [FileNet eForms](#), [FileNet Content Manager](#), [Optim Data Growth Solution for Custom and Packaged Applications](#), [Enterprise Records](#)

### **Service:**

Software Services for Information Management

## **Legal Information**

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