



## Clariant

### EMC DiskXtender, EMC EmailXtender, and EMC Centera help support reorganization

Clariant of Switzerland is a global leader in specialty chemicals with one of the world's largest production plants located in Frankfurt-Höchst. Its products are found everywhere in our daily lives. Pigments and additives make bright colors in car paint or plastic toys possible and help shine and protect surfaces. Chemicals from Clariant make leather goods water resistant, smooth, and flexible.

The company's innovative strength within the highly competitive chemical industry also applies to its IT services. Instead of purchasing more hard disks for the storage of groupware data and e-mail, Clariant chose to implement a long-term archiving solution that uses EMC® DiskXtender® and EMC EmailXtender® intelligent software for the rules-based transfer of data to an EMC Centera™ content-addressed storage platform. This has reduced the workload on the primary storage systems, balanced backup and recovery processes, and created the capacity for further consolidation measures.

#### The challenge of massive data stores

The IT department at Clariant's administrative site in Sulzbach, Germany, handles the data from various company sites. The entire just-in-time production chain—from the ordering of raw materials to the delivery of the finished products—is covered by an ERP system from SAP. This highly critical application runs in a centralized data center in Switzerland with two physically separated server parks.

Separated into two server farms, the infrastructure for the local communication environment is operated at the Höchst/Sulzbach location. There, the file and print servers for users account for the majority of approximately seven terabytes of data at Clariant. The EMC CLARiiON storage systems are used to maximum capacity.

"We've been collecting data for years," says Siegfried Eisenhardt, head of Operations & Technical On-Site Support Germany. "At the Höchst/Sulzbach location, some 2,500 data service users ensure that the systems are fully utilized. Also, beyond the state of Hesse, we manage common data volumes for a total of about 4,000 users across the nation."

#### An archive in the middle of reorganization

The continued purchase of more storage hardware to cope with the company's data growth was not a viable long-term solution and Clariant began to explore alternatives for archiving its large data volumes. In addition to intensive research in the archiving market, the company also considered an in-house development.

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The biggest challenge was to create a flexible foundation for long-term data storage that would not block the ongoing structural changes at Clariant. Traditionally, each of the five divisions was managed like an independent company. Duplicate production, warehousing, or administration efforts—and thus additional costs—could not always be avoided. A new worldwide organizational structure was streamlining processes across the borders of divisions and countries. In Germany, all Clariant activities were distributed among nine companies under the umbrella of a holding and service company.

This restructuring directly impacted IT service and archiving. Within Lotus Notes, there is a specific folder structure that reflects, for example, the structure of departments. If a department is renamed, the systemic structures also need to be adapted so that the information remains accessible.

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Technical On-Site Support Germany**

A classical archiving solution with company-wide fixed guidelines would not be able to support Clariant through the transformation. This is the reason why long-term storage was discussed as initially it will only be possible to write purely technical guidelines for data storage, which should be invisible to the user. This meant that the IT professionals of the chemical giant could not convert the IT project into another organization project in the middle of the ongoing restructuring process. Long-term data storage was expected to be a technical basis for the organizational units, enabling them to define their own archiving rules at a convenient time.

### **The right solution for the job**

In mid-2004, EMC partner MaXpert AG approached Clariant to present a comprehensive archive solution consisting of EMC DiskXtender and EMC EmailXtender software and EMC Centera storage.

In addition to the traditional safekeeping periods as required by digital auditing standards (GDPdU), the chemical industry needs to comply with particularly strict requirements for test reports, studies, or documents, for example, those relating to the construction of chemical plants. Some safekeeping periods are as long as 30 years. This requires maintenance of the data storage systems across generations. Therefore, for reasons of security alone, Clariant needed a vendor with adequate product integrity and market position, like EMC.

A particularly interesting aspect for the chemical group was the experience that EMC contributed regarding a major challenge for Clariant. The employees of the chemical giant use Lotus Notes as an e-mail and groupware system for communication. With some 25,000 employees worldwide and some 15,000 PCs, archiving this data is an extremely complex job. The Lotus Notes database system had about 4,500 individual databases before implementing long-term data storage. EMC was the first company that assured Clariant that its software solutions would be able to archive Notes data both in the file and the groupware area.

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In today's archive environment, Clariant uses the EMC DiskXtender to archive files from the primary storage systems of its storage area network (SAN) automatically and, based on predefined rules, on EMC Centera. At the same time, the stored data volumes are optimized by eliminating duplicates. The most important archiving criterion was that the date of the last update of a file would determine the value of the information. Therefore, a file that was last modified a year ago will clearly belong in the old data category.

Completely transparent to users, Clariant's sophisticated filing system enables them to access their data at the same level of performance. EMC EmailXtender will be used to automatically collect, index, and save all incoming electronic messages, e-mail, and file attachments based on rules. Following predefined policies and safekeeping standards, the contents can eventually be transferred into the EMC Centera archive. This provides Clariant with a solution that allows the company to consolidate and efficiently manage the e-mail that has been collected over the years.

### **Teamwork makes all the difference**

The system integrator, MaXpert, developed a detailed concept, provided a competitive view, and executed the implementation. Being a value-added distributor and channel development partner for MaXpert and EMC, Orchestra Service GmbH performed the smooth installation and provided the services afterward. The Orchestra specialists are also responsible for escalation management with regard to running the operation.

With the project being characterized by the multitude of involved companies, and by a high technical complexity caused by the sheer size of the company, Clariant IT is pleased that EMC always provided a central, responsible point of contact.

"It is important to have a single point of contact," says Eisenhardt. "The partners must be able to communicate with each other without a hitch."

Using the technical policies, between 40 and 60 percent of the live data will become archive data that will no longer put a load on the production systems. This will also positively impact the duration of the daily backup-to-tape processes and the recovery of information.

"The time window for our regular backups will correspondingly get wider, and this is actually what the IT people are interested in," says Eisenhardt.

The Clariant team also attached great importance to the capability of actively removing data from the archive as soon as it is no longer relevant to maintain it. The controlled deletion of data will ultimately limit the total storage volume to a level adapted to the size and requirements of the company.

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### **Open to change**

Clariant has an organizational instruction that commercially relevant documents must not be kept on the groupware and file system, but must be archived in SAP. With the new technical capabilities of EMC EmailXtender, and the policies for long-term storage, this instruction would be technically obsolete. Information from all Clariant systems could be archived automatically according to defined rules and again be deleted from the archive.

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## Plans for the future

The Höchst/Sulzbach location will continue to play an important role for Clariant in the future due to its size. For the IT team, this means that the capacities that have been made available on the EMC CLARiiON primary storage systems will be used for consolidation measures at the server and storage level.

Also, plans call for making the support competencies of the IT specialists available at all locations, independent of their location of employment, via a centralized infrastructure. The goal is to further standardize the Clariant Information Platform (CIP) containing PCs in client-server mode, TCP/IP networks, EMC primary storage, and long-term data storage. Plans are also underway to have the minimum IT standard of Clariant in Brazil, Hong Kong, and Frankfurt-Höchst to provide the maximum possible flexibility for the users of IT services at the application level.

Today, IT locations around the world are closely watching the development of the technical archive in Höchst. There is the expectation that the intelligent, time- and capacity-saving long-term archive will get much attention throughout the group.



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H2297