



Doxis delivers decisive competitive factors for our business: We have a future-ready, cost-effective solution with ten times faster access to information.

Dr. Carsten Flotow, Head of the migration project,
Techniker Krankenkasse



● BEST PRACTICE

Company	Techniker Krankenkasse
Topic	Modernization of the IT landscape through SAP archive migration
Industry	Statutory health insurance provider
Employees	Approximately 14,000
Headquarters	Hamburg, Germany
Integration	SAP (inc. HR, MM, FiCo, Insurance)
Project Scope	Germany

Challenges

- Modernization and cost-optimization in the IT landscape as a decisive competitive factor
- The storage system used for archiving cannot be directly integrated into SAP
- The legacy intermediate system no longer stacks up to the IT strategy

Targets

- Future-ready, stable and IT strategy-compliant archiving solution
- Reduction of costs and maintenance
- Enhanced performance for faster access to information
- Compliance with legal requirements on electronic archiving and data protection both during and after the migration

Solutions

- Seamless integration of Doxis as a bridge between SAP and the existing storage system
- Hot migration of the legacy intermediate archive to Doxis with support from the SER Group's migration partner, HAVI
- State-of-the-art solution for searches and compliant protection of all archived SAP data and documents

Project overview

Starting point

Techniker Krankenkasse (TK) is Germany's largest health insurance provider with approximately 10.8 million customers. To continue delivering fast, efficient service to its customers going forward, TK is committed to maintaining a modern IT infrastructure. For its back office employees, optimization was urgently required: The legacy SAP archiving solution was neither cost-effective nor performing up to par, and information could only be deleted manually – posing an added data protection risk. With Doxis, today TK benefits from a stable, high-performing and cost-effective solution that compliantly archives SAP data and documents and delivers tenfold faster access to all stored information.

Why SER

- Certified SAP interfaces and options to integrate Doxis with SAP after switching to SAP S/4HANA
- High scalability, stability and performance
- Automated audit-proof archiving, incl. automatic addition of metadata
- Certified solution for audit-proof archiving and EU GDPR-compliant data protection

Solutions

- Doxis archive and DMS, Doxis SmartBridge for SAP, workflows

Migration partner

- HAVI Solutions GmbH & Co. KG



Document volume

- Migration of 5 TB of data, annual throughput of 1.5 TB, of which: 100,000 invoices

Users

- Up to 14,000, approx. 2,000 concurrently

Implementation

- **2019** Tender process followed by selection of the SER Group from 15 vendors
- **2020** Technical creation of the new solution and design of the migration concept in collaboration with migration partner HAVI, who optimally supported the migration with their expertise in the legacy system and Doxis
- **2021** Two months of testing followed by a six-week migration phase which ran seamlessly during live operation. Doxis now automatically transfers information from SAP, adds metadata, hands it over to the storage system and speeds up retrieval

Benefits

- Future-ready, cost-effective archiving solution that verifiably fulfills compliance requirements
- Ten times faster access to information and optimized search capabilities for employees
- Less maintenance work for IT
- Employees work more efficiently in accordance with all data protection aspects

Used Doxis Modules

Search

- Text Mining
- Keyword
- Full text

Integration

- ERP
- SAP
- Storage

Input

- Email

Capture

- Capture/Scan

DOXIS

Clients

- Windows
- Mobile
- Web

Storage

- Archive
- DMS

Files & Processes

- eFiles
- Task & Process Management/BPM

Extraction

- Invoice
- Inbound mail