

# Case Study

## German Federal Employment Agency

»We are making more and more of our business processes electronic. By introducing a long-term archiving system that stores documents in a manner suitable for use in court, we are creating a foundation from which we can further expand our E-Government activities here at the Federal Employment Agency. In Fujitsu, we have a competent and experienced partner which is helping us to run our electronic processes securely with SecDocs«

**Mathias Ehlers, Head of the eArchiv-Service project at the Federal Employment Agency**



### The customer

The Federal Employment Agency (Bundesagentur für Arbeit, BA) is the largest service provider in the German job market. As a self-governing public body, it acts independently within the relevant legal frameworks. The BA provides a wide range of services to both citizens and companies and institutions in the employment and education markets. It has a large network of agencies and job centers (joint facilities) across the country where it provides its services. The agency's employees inform citizens of employment and educational opportunities and provide advice on vocational training and further education. The Federal Employment Agency is additionally responsible for measures designed to create and maintain jobs, such as promoting professional and vocational training and helping to get people with disabilities into work. Its role also includes paying unemployment, insolvency and child benefits, carrying out research into the job market and careers and producing statistics.

### The customer

Country: Germany  
Sector: Public administration  
Employees: 100,000  
Website: [www.arbeitsagentur.de](http://www.arbeitsagentur.de)



### The challenge

The Federal Employment Agency began the 'LeAR - Lifecycle eArchiv' project in 2012. Its objective was to fulfil the strict legal requirements and guidelines of Volume IV of the German Social Security Code (SGB) in terms of archiving, providing legal security and ensuring that any stored documents cannot be amended. More than 200 million archive datasets needed to be transferred to a long-term archive at the BA that would ensure they would retain their evidentiary value. 25,000 employees at the local agencies and job centers access documents on the agency's customers on a daily basis, all of which are stored in the BA document management system 'eAkte'. This data also needed to be added to LeAR and stored in such a way that it would retain its evidentiary value. The LeAR project team followed the recommendations of the BSI (German Federal Office for Information Security); signing documents cryptographically fulfils the legal requirements for retaining evidentiary value, and should therefore be introduced as the BA standard.

### The challenge

Project management and implementation of the 'LeAR - Lifecycle eArchiv' solution. The aim of the project is to integrate an audit-proof and legally compliant long-term archive that maintains the evidentiary value of the documents within it for all clients of the eAkte DMS product and other procedures at the Federal Employment Agency.

### The solution

FUJITSU Security Solution Compliant Archiving SecDocs (powered by OpenLimit), FUJITSU Storage ETERNUS CS HE

### The benefit

- Implementation of a certified standard product
- FUJITSU SecDocs is based on an open standard and can be used irrespective of the storage and applications available
- The multi-client capability ensures that various legal bodies and other public sector customers can be connected to the system in a way that complies with the law
- The FUJITSU Storage ETERNUS CS HE is used both as archive storage and as a virtual tape library for data storage

### Objectives of the LeAR - Lifecycle eArchiv project:

- Introducing standard archiving software, observing the technical guidelines stated in BSI-TR-03125
- Integrating an audit-proof, legally compliant long-term archive with long-term retention of evidentiary value for all clients of the 'eAkte' document management system and other public sector customers of the BA
- Audit-proof migration of the approximately 200 million documents in the archive from the SGB III, FamKa and COLIBRI processes
- Archiving approximately 500,000 documents per day.

### The solution

An expert team from Fujitsu advised the Federal Employment Agency during its search for an optimized solution to implement the LeAR long-term archive. Fujitsu would not only need to successfully implement the electronic migration and archiving of the old datasets in LeAR, but also be responsible for project management and providing training for the LeAR team at the BA.

FUJITSU Security Solution Compliant Archiving SecDocs represented a proven solution for the project. It is able to retain the evidentiary value of the digitized documents, maintain their availability, confidentiality, authenticity and integrity for decades, and ensure that they cannot be amended in any way. Fujitsu created this powerful, manufacturer-agnostic, internationally implementable, long-term storage solution together with its partner, OpenLimit. Fujitsu SecDocs is the first and only archiving solution certified by the BSI according to Common Criteria EAL 4+. It fulfils technical guideline TR-03125 and therefore provides compliant, long-term storage that retains the evidentiary value of the documents.

Within the LeAR - Lifecycle eArchiv - project, Fujitsu SecDocs works as archiving middleware to retain the evidentiary value of documents in the long-term archive. Two FUJITSU ETERNUS CS HighEnds store the data as a high-availability infrastructure backup and archive.

### Products and services

- FUJITSU Security Solution Compliant Archiving SecDocs V2.2, powered by OpenLimit
- 2x FUJITSU Storage ETERNUS CS HighEnd
- Professional Services for deployment, integration and migration
- Maintenance&Support for hardware and software

### The benefits

With Fujitsu SecDocs, the Federal Employment Agency has a certified standard product that works irrespective of the storage and applications available and runs on open standards. It is also performant and multi-client capable. This last point means that the information technology can be used by multiple clients, i.e. customers, on the same server or server system without allowing them to see each other's data. The advantages for the BA are: documents with high evidentiary value that can be used in court, consistently low operating costs and guaranteed maintenance.

### Conclusion

By working with Fujitsu, the Federal Employment Agency was able to implement a new technical foundation for its eArchiv service. The cost-effectiveness of the project was constantly checked. The agency's archiving costs were reduced substantially. The project team is especially proud of the successful, verifiable, audit-proof migration of the older archive data. The project manager at the BA, Mathias Ehlers, drew a positive conclusion:

*"We are making more and more of our business processes electronic. By introducing a long-term archiving system that stores documents in a manner suitable for use in court, we are creating a foundation from which we can further expand our E-Government activities here at the Federal Employment Agency. In Fujitsu, we have a competent and experienced partner which is helping us to run our electronic processes securely with SecDocs."*

*Mathias Ehlers, Head of the eArchiv-Service project at the Federal Employment Agency*

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