

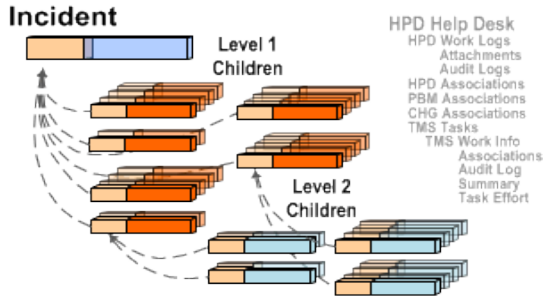


# Meta-Archive Fact Sheet

Jan 15, 2015

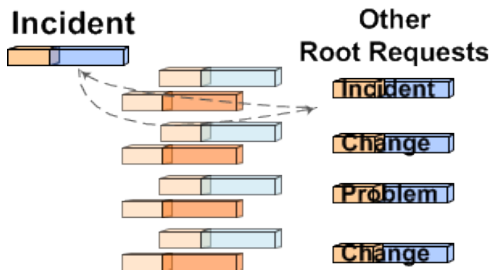
## Challenge

- BMC Remedy OOTB Archiving handles each table independently. In fact, an ITSM Incident comprises a web of many records in many forms



An incident and its tree of child records.

- Further, an Incident linked to an open Change should **not** be archived until that Change is ready to be archived.



An incident and its associations to other requests.

## Archiving Requirements

- The entire tree of records must be archived before any deletions can be done.
- Different archival ages need to be set for different customers or classes of tickets.
- Different ages for associations are needed.
- It should be easy to add any customized tables to the tree.
- It should be easy to change or add archival targets: Archival forms, different servers, SQL databases, the file system.

## Introducing Meta-Archive

Software Tool House's **Meta-Archive** implements **your** archiving rules.

- Handle customers and classes of tickets differently, add your customized forms — all in a simple spreadsheet.
- Archive forms are automatically generated.

- Associations are checked. If an Incident is archive ready, but its associated Change is not, then that Incident is not archived and is logged in an output file.
- **Meta-Archive** even offers **restore!**

## Meta-Archive – a Meta-Update package

- **Meta-Archive** is implemented with **Meta-Update** and a configuration spreadsheet.

This offers numerous benefits:

- Adding your own forms, specifying different rules for customers and classes of tickets is trivial.
- Meta-Update inherently handles trees of records with embedded queries – which are generated from configurations.
- Adding or changing archive targets is quick and easy. For example, data can be appended to files and attachments can be extracted to the file system retaining reference information.
- Adding fields to the exception reports or adding output files is trivial.
- Adding processes, integrations, and notifications is simple.



The root request Configuration sheet.

**Meta-Archive** can be single stepped in the **Meta-Update** debugger.

- You can watch exactly how Meta-Archive checks associations and archives your data.

**Meta-Archive: The only way to archive ITSM data.**

## Contact Information

München, Deutschland, Österreich, Schweiz  
[sales\\_eu@softwaretoolhouse.com](mailto:sales_eu@softwaretoolhouse.com)

Calgary, Canada  
[sales@softwaretoolhouse.com](mailto:sales@softwaretoolhouse.com)

Web: [www.softwaretoolhouse.com](http://www.softwaretoolhouse.com)

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