



CASE STUDY

Replacing Legacy Systems at Scale: Bayer's Global Migration to the CARA Platform

A global upgrade involving almost 1 million regulatory documents, streamlined infrastructure, and a strategic move from Documentum to the modern, cloud-based CARA Platform.



Industry



Users



Location



Use cases

Pharma

85,000+

Germany

Documentum
Replacement

Introduction

Bayer, a global leader in pharmaceuticals and biotechnology, experienced strategic challenges associated with scalability, cost control, and data governance. As the volume and complexity of regulatory documentation grew, so did the demand for a system capable of supporting robust compliance and modern usability at scale.

To meet these requirements, Bayer transitioned to the CARA Platform, naming their system MyDoc, as part of its broader cloud and digital transformation strategy. This aligned with the company's goal to modernise document management while maintaining business continuity and keeping long-term costs under control. The implementation delivered substantial improvements in system performance, user experience, and governance.

Key Benefits



Modern and Cost-Stable

Bayer streamlined document management by retiring legacy systems and reducing licensing costs, establishing a sustainable and future-ready solution.



Improved Search and Integration

CARA v5 introduced significantly enhanced search functionality, enabling more precise filtering and faster access to critical documents, allowing users to find information with greater efficiency and precision.



Compliance and Efficiency

The successful migration of 900,000 documents preserved data integrity and compliance while maintaining internal data governance standards. Automated validation processes were instrumental, as they reduced manual work and review time, supported ongoing regulatory adherence, strengthened quality assurance, and aided in data integrity, collectively helping the company stay fully compliant with regulations.



Why Bayer chose the CARA Platform



Strategic need for change

To support evolving operational needs, Bayer selected the CARA Platform as a replacement for its legacy document management system. The platform was chosen not only to address performance gaps but to enable more intelligent access, tighter governance, and flexible deployment at scale.



Transition from Documentum to CARA v5

Previously, MyDoc operated on a Documentum backend with CARA as the User Interface. Constant rising costs and an increasingly outdated infrastructure prompted a strategic shift to move away from Documentum. This consolidation simplified the IT landscape, reduced infrastructure complexity, and unified document access. The migration successfully moved 900,000 documents, supported 85,000 active users, and covered more than 880 libraries across 136 organisations, while preserving compliance and operational continuity. The cloud-native architecture supports future scalability and aligns with Bayer's IT modernisation strategy.



Cost Simplification and Stability

By choosing the Cloud-Based CARA Platform, Bayer were able to stabilise rising document management costs. CARA without Documentum reduces costs, while eliminating licensing overhead and outdated technologies. This setup reduces IT support needs and cuts down training requirements, streamlining operational processes and making system maintenance more efficient.



Enhanced Search and SAP Integration

Upgrading to the CARA Platform delivered major functional improvements. Search capabilities were significantly enhanced, combining full-text and metadata search including SAP-relevant fields within a single interface. This was impactful for several teams, including production, where users frequently search for detailed information, such as part numbers or regulatory data, embedded in PDFs and drawings.

As Rainer Bornheim, CoE Manager Document Management, noted,

"The platform delivers much improved searching capabilities, everything is integrated, and we have significantly better filtering possibilities."



Compliance and Migration Integrity

Data integrity remained a key priority throughout the migration, with automated validation tools ensuring that metadata, audit trails, and access controls were preserved — supporting continued compliance. This was supported by our expert migration partners DAQUMA, reducing manual intervention and strengthening quality assurance.



Adoption and User Satisfaction

Building on users' familiarity with CARA 3, the transition to the CARA Platform was well received and avoided the disruption and complex change management typically associated with vendor changes.

CARA's enhanced search and intuitive navigation made the platform more effective and aligned with real-world workflows. Internally referred to as "a success story," the system was credited for meeting compliance expectations and fostering voluntary adoption.

As Rainer Bornheim explained,

"My colleagues come to me actually wanting to use CARA, we don't have to force them to use it."



Platform for future scalability

CARA's adaptability continues to support Bayer's shift towards a fully cloud-based infrastructure, laying the foundation for future developments without compromising operational continuity.

The Use Case

MyDoc

Bayer uses My Doc DMS for policy and training documentation. The platform plays a central role in helping the organisation manage regulatory content across a highly decentralised environment, supporting structured access and compliance.

Tailored Configuration for Local Teams

A key strength of MyDoc is its configurability. Local teams can define relevant metadata and document fields, supporting over 880 libraries, which are currently owned by 136 distinct organisations with specific requirements.

As Rainer stated,

“The platform offers a lot of configuration options and flexibility to individuals, enabling Bayer to achieve something we’ve been working on for 20 years - a global overview of all our information and processes.”

Simplified Document Access

Another benefit, made possible by the robust capabilities of the CARA Platform, was the shift from custom filtering to a structured model where all documents are made available, with visibility guided by organisational context. This greatly reduces the time wasted trying to locate information necessary for carrying out work.

Intuitive Navigation and Folder Structure

Navigation was improved through a folder structure aligned with Bayer's organisational chart, making it easier to locate information by country, site, or department.

According to Rainer,

"A folder structure based on the organisational chart is really key for navigation and filtering, and our users really love having folders."

Lifecycle, Integration, and Compliance Features

Additional features such as lifecycle support, SAP integration, and automated validation processes further strengthen MyDoc's role in supporting Bayer's document compliance across global operations.

Future Outlook and Next Steps

Bayer continues to explore selective enhancements to their CARA Platform MyDoc with a focus on maintaining its strong foundation in compliance and configurability.

Future considerations include the exploration of AI to support document interaction, and the potential for deeper process alignment and integration across enterprise systems. These initiatives remain under evaluation, with CARA positioned to support scalable and compliant innovation as needs evolve.