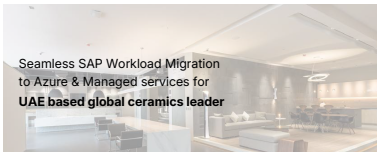
CLOUD4C
Part of Capgemini

CASE STUDY
SAP on Azure

Microsoft Partner
Azure Expert MSP



Seamless SAP Workload Migration
to Azure & Managed services for
UAE based global ceramics leader

Ceramic major migrates SAP workloads to Azure, trims costs by 40 percent

When client decided to upgrade their ERP application and consolidate their datacenters, Cloud4C helped them to migrate their SAP workloads from on-premises to Azure in a planned and phased manner. The client needed an experienced cloud partner with proven SAP as well as Azure expertise to deliver agile, scalable and cost-efficient cloud architecture ensuring business continuity.

About The Client

15000
Number of Employees

5 Mn
Pieces of sanitaryware per year

The client is a leading global player in ceramics manufacturing with headquarters in UAE and clientele across 150 countries. Their 16 plants located in the UAE, India and Bangladesh produce around 123 million square meters of tiles and 5 million pieces of sanitaryware per year.

The Challenge

Improving Agility of Business

Decentralized IT - running their production Data Center in three different locations was a complex set-up to manage for client. The complexity demanded consolidation of systems and the scale of business operations required quick access to data at application level that could be achieved only by means of robust, agile and limitless cloud architecture. After careful evaluation, client selected Azure Cloud Platform as it would make data easily accessible and actionable, right to the application level.

Phased Migration to Azure in a Secure Manner

Client's datacenter consolidation and migration of SAP workloads from legacy systems to Azure required a phase-wise approach delivered by an experienced provider. Moreover, protection of existing business assets against any unforeseen incidents during migration was vital, and required backup and business continuity solutions to ensure better asset control and smooth functioning of business as usual.

New to Microsoft Azure Platform

This implementation was client's first experience with Azure platform and necessitated the need for choosing a partner with strong Azure and SAP expertise. Cloud4C's SAP on Azure solution ensured a smooth and successful migration as per global standards, while leveraging the agility and capabilities of the platform.



Managed Services Support for Business Continuity

Maintaining business continuity through smooth functioning of systems and processes was essential while migrating to Azure. This required regular monitoring and management support for all mission critical systems and assets through a managed services approach for Azure Platform, Backup, and Database replication.

Cost Efficient DR solution

There's no one-size-fits-all approach when it comes to selecting a DR solution and assigning a TCO to it. The client was therefore looking for an expert to guide them through the process and provide a modern and cost effective DR on demand with total ownership of RPO and RTO.

The Solution

Migration of SAP Workloads to Azure in Planned Phases

Cloud4C enabled the client to migrate their SAP workloads to Azure in a planned and phased manner. The entire cycle from creating Sandbox environment to Development till Production and Disaster Recovery for respective workloads was executed with precision of proven frameworks to ensure no disruption to business as usual. The implementation was designed with multiple milestones including testing of existing Oracle DB to HANA DB conversion, making the production live on HANA and securing it with Backup and Disaster Recovery configuration.

Cloud4C delivered a scalable future-proof and failsafe cloud environment ensuring zero data loss, minimal downtime and uninterrupted business continuity. The migration of mission-critical SAP workloads to a reliable Azure cloud delivered improved efficiency, supporting real-time business decisions making.

Azure Managed services

Cloud4C configured and managed resources, alerts, diagnostic settings, action groups and auto scaling policies. From its 24/7/365 operations center, Cloud4C provides global support for the client, conducting proactive monitoring and security escalation for Platform, OS and DB issues. Client uses Cloud4C's Managed Services portal for provisioning and automation of lifecycle operations for its infrastructure in Azure. Today, client receives the Business Agility they always envisioned. Cloud4C also provides managed security services making client's workloads fully secure and compliant with geography specific and industry specific regulatory frameworks using Azure Native tools and Cloud4C Managed Security Services offerings.

Reduced TCO with a Robust Azure Architecture

Client had a mixed technology landscape comprising of different networks and multiple databases including Oracle, HANA, MaxDB, Sybase with SUSE and Windows OS. Also, there were around 1800 concurrent SAP users in the system. Cloud4C with its established multi-skill expertise and 21 Centers of Excellence (CoEs) had the required multi-technology experience and proven processes in-house. This ensured design and implementation of robust Azure architecture.

Cloud4C provides a monthly summary of key performance metrics, including operational activities, events and their respective impact, as well as recommendations to optimize platform usage and optimize cost so that client gets the most out of their investment.

Disaster Recovery on Demand and Backup

The DR on demand solution was cost-effective and included bi-annual DR drills with primary restoration and DR runbook creation. Our teams delivered robust business continuity solution compliant to ISO 22301 - BCRS. An alternative Azure region was selected for geo-redundancy and workload replication was configured at regular intervals. We created a recovery services vault to safely configure the backup of VM and also configured backup solutions before the migration of data from on-premise infrastructure to Azure through a leading Gartner Magic Quadrant tool for complete data protection and Database Native Replication technology for the DB Replication Data encryption was ensured during transit and at rest.

Key Accelerators

Azure Expert MSP

Equipped with 600+ Azure certified resources, Cloud4C is an Azure Expert MSP offering Enterprise Grade Managed services to augment complex technology environments. Cloud4C's optimized delivery model, supported by robust processes such as ITIL, ITSM, CoBIT and our proprietary service delivery processes are tuned to deliver a Single SLA up to Database layer.

SAP Center of Excellence (CoE)

As an SAP Premier partner for HANA Enterprise Cloud, Cloud4C has a long and successful history of delivering thousands of SAP solutions that help customers reduce complexity, unnecessary costs and constraints. Our SAP CoE constitutes of 250+ SAP FTEs managing 6000+ SAP System Identifier(s) SIDs worldwide.

Multi-skilled Center of Excellence (CoE) Approach

Adoption of a multi-skilled CoE approach backed by 21 CoEs such as Cybersecurity CoE, SAP CoE, Azure CoE, DR and Backup CoE etc., at Cloud4C to support heterogeneous IT environments with 24X7 monitoring.

DR on demand

Cloud4C's DR on demand approach is cost effective for two reasons - scaling up the compute resources only at the time of DR and total ownership of RPO & RTO.

Results

40%
TCO on their IT spend

NEGLIGIBLE
impact on business continuity with stringent RPO & RTO

ZERO
business disruption during migration

SWIFT
issue resolution with 24x7 SME on demand for all technology platforms

ASSURED
business continuity with managed services for Primary and DR on Azure platform

RESOURCE
optimization with flexible and need based scaling approach

IMPROVED
focus on strategic priorities for Internal IT team of client

EFFICIENT
operation of mission critical systems with hybrid cloud and managed services

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