FUJITSU

Case Study
Sterlite Technologies Limited

"Fujitsu met every commitment, both in terms of scope and timelines.
I am glad to have Fujitsu as our strategic partner, to drive ultimate speed."

Prasanth Puliakottu, CIO, Sterlite Technologies Limited

The customer

Country: India
Sector: Telecoms
Founded: 2000
Employees: 1,500+
Website: www.sterlitetechnologies.com

The challenge

Sterlite's aging HPE hardware platform and old SAP software release made producing critical business reports a time-consuming drain on resources. It wanted to upgrade to SAP HANA but needed the right infrastructure and implementation partner for this strategic step into the future.

The solution

After evaluating multiple vendors, the company decided to extend the collaboration with its proven SAP software support provider, Fujitsu. FUJITSU Integrated System PRIMEFLEX® for SAP HANA® now supports Sterlite sales, logistics, production and supply chain operations with the leading-edge in memory technology to gain the full benefit of SAP Business Suite on HANA and SAP BW on HANA.

The customer

Sterlite Technologies Limited is India's only fully integrated optical fiber producer and one of the largest suppliers to overseas markets in China, Europe and South East Asia. Ranking among the leading global providers of solutions in telecom and power transmission, the company has also expanded its portfolio to include software services through the acquisition of Elitecore Technologies. Sterlite employs around 1,500 people in ten global locations.

The challenge

Sterlite has been supporting its business services with SAP software for over 15 years, however, an aging HPE-UX-based hardware and outdated software releases had led to poor performance. With capacity reached, the company needed to find a more effective way to keep its operations running smoothly. Additionally they wanted to grow their business by using more SAP HANA-based features and functionalities.

"We are growing rapidly as a company but the technology could not keep up and performance was suffering as a result," explains Abhijeet Koleshwar, Chief SAP System Manager, Sterlite Technologies Limited. "Every week we would see new issues, with report generation becoming particularly difficult. Essentially, half my team spent their time firefighting to get these crucial reports executed."

With vital areas of the business, including sales, logistics, production and supply chain, dependent on these services, Sterlite needed to urgently refresh its technology environment. In terms of data, the business had grown over the years from 600 GB to 1.8 TB so scalability was key. The company decided that introducing SAP HANA would help meet its needs but the next challenge was to find the right infrastructure and implementation project partner.

"As part of Sterlite's quest to implement the best-in-class systems, upgrading was a key focus for our company. This upgrade was not a mere SAP HANA migration, but entailed a complete revamp of hardware along with another major applications. Over the past four years, Fujitsu and Sterlite have developed a very strong and symbiotic partnership. When the upgrade project was decided, Fujitsu was our obvious choice, by virtue of being a single provider for the required hardware, applications and for the critical SAP HANA migration," explains Prasanth Puliakottu, CIO, Sterlite Technologies Limited.

The benefit

- Analysis and reports that once took hours can now be generated within seconds or minutes, making the business more responsive and employees more productive
- Scalable system that can provision new services easily as the company grows
- Reduces burden on the IT team as it no longer has to spend 50 percent of its time firefighting performance issues
- Saves money by ensuring that it meets all of its customer commitments on time, courtesy of the new hardware and software environment
- Seamless and risk-free migration from existing SAP systems to new SAP HANA-based landscape – making Sterlite ready for further HANA innovations and applications

The solution

Sterlite has now replaced its old HPE SAP hardware with FUJITSU Integrated System PRIMEFLEX® for SAP HANA®. This pre-defined and pre-tested infrastructure solution is based on SAP certified components including SAP System Replication, with a SAP feature specially supported by the SUSE Linux OS. Fujitsu thoroughly integrated the new infrastructure into the Sterlite data center and backup processes, giving Sterlite a comprehensive, one-stop-shopping solution.

Sterlite needed to achieve minimal downtime during the migration process so it planned carefully with Fujitsu to ensure that the project would not disrupt the business. Over the course of three months, it scheduled three migration phases during which the Fujitsu and Sterlite teams would gradually transition data and applications.

"Any downtime would lead to huge losses for the company because everything runs on SAP so we made precise plans. The first migration moved us from UNIX to Linux; the second upgraded us to SAP EHP7 and the third was a database migration from Oracle to SAP HANA," says Koleshwar. "Six Fujitsu consultants worked onsite to make sure the transition was seamless." After the migration to SAP HANA the DB size was reduced from 1.4 TB to less than 400 GB.

"Collaborating closely with Fujitsu migration specialists and using the SAP Database Migration Option (DMO) tool helped us complete the migration with only 22 hours of planned downtime," continues Koleshwar. "We have also maintained the Fujitsu service desk but, since going live six months ago, we haven't had any issues."

Products and services

- FUJITSU Integrated System PRIMEFLEX® for SAP HANA®
- Fujitsu Services for SAP HANA implementation, OS and DB migration

The benefit

One of the most notable benefits of the new SAP HANA platform is that performance has been massively improved. Previously reports might have taken up to 36 hours to produce, causing huge bottlenecks at month end – at a detriment to productivity and operational efficiency.

"We used to run reports overnight because they were so time-consuming. People would also gather figures manually and use Microsoft Excel instead as a workaround but this limited our ability to analyze production and make smart business decisions," comments Koleshwar. "Now, we can generate all analysis and reports within seconds or minutes – even at peak times, allowing us to be more responsive to market demands."

This makes Sterlite much more effective and reduces costs by ensuring inventory gets to where it needs to be on time. It also frees up the IT team who used to spend half their time monitoring the reporting process.

"Each of our six locations needs to create 15 critical reports per month. Collectively that cost us 100 hours of IT resource, which we can now spend on adding more strategic value to the business," remarks Koleshwar. "At the same time, we can take faster decisions and action to meet customer commitments. When we export our goods, missing a shipment by a day can cost us a week so this more agile solution makes sure that doesn't happen."

In addition, the new high-performing SAP HANA environment built by Fujitsu gives a better user experience with accelerated response times, making all staff more productive, and it is future-proofed for growth so it can scale effortlessly with the business.

Conclusion

Sterlite now has a responsive, innovative SAP HANA environment that meets all its core business needs. Fujitsu was instrumental to achieve this business improvements and as reliable partner for a smooth path to SAP HANA. Following that successful migration, the company is looking at other areas where Fujitsu and SAP might be beneficial.

"We're in the process of testing SAP Fiori, which will help us customize user interfaces and provide mobile accessibility," concludes Koleshwar. "Fujitsu will continue to play a key role as we deploy these new services.

"Fujitsu impressed me by both understanding the local Indian business culture and driving the project with in-depth SAP HANA expertise. On one occasion we had technical issues relating to SAP and Fujitsu actually solved the problem very quickly and according to our business needs. We highly appreciate the partnership and collaboration."

Abhijeet Koleshwar, Chief SAP System Manager, Sterlite Technologies Limited

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