Case study
Yutaka Manufacturing Indonesia (YMI)

» Fujitsu helped us improve recovery time and recovery point resulting in better system availability as the foundation of our business continuity plan «

Samuel Kurniawarman, IT Section Head, Yutaka Manufacturing Indonesia (YMI)

The customer
PT. Yutaka Manufacturing Indonesia (YMI) is a disk brake and muffler manufacturer for motorcycle. The company was established on March 26, 1996, in the form of a joint venture company between Yutaka Giken Co, Ltd from Japan and PT Astra Honda Motor. To ensure production quality, PT. YMI is applying technology and process according to tight QC System standard in ISO 9001 and ISO 14001. One of PT. YMI’s achievements is to successfully implement SQCD (Supplier Quality Cost Delivery) Management. The success proves the leading capability of PT. YMI in term of technology and its strong commitment to fulfill the customer’s needs by manufacturing safe, comfortable and environmental-friendly products. In Indonesia PT. YMI is operating two facility plants in MM2100 Industrial Zone, Cikarang, West Java.

The challenge
PT. YMI focusing on the quality of their business activity, including IT delivery. One of the company’s initiatives to improve the quality of IT management is by implementing a comprehensive Business Continuity (BC) plan, starting from ensuring the availability of office data and data from in-house applications. BC implementation will help PT. YMI ensure the availability of the data even when the main system is experiencing failure. PT. YMI once suffered from data loss while hard disks and enclosure on old systems were damaged. It had no adequate backup devices. “The problem was the file server and application database were kept in one RAID configuration. The damage on the hard disks would definitely create trouble to two systems all at once,” said Samuel Kurniawan, IT Section Head at PT. Yutaka Manufacturing Indonesia (YMI). The condition, however, did not interrupt main manufacturing activity, but it did slow down the data and application users so that daily activities were impacted. To support BCP implementation, PT. YMI re-designed and changed all systems particularly relating to file server and in-house applications.

The solution
Fujitsu provided PT. YMI with PRIMERGY server and ETERNUS storage as well as Ave Point solution and Symantec Backup Exec. Fujitsu also assisted PT. YMI in architecture design and project implementation including system migration and data replication.

The customer
Country: Indonesia
Industry: Manufacturing
Founded: 1996
Employees: 1,100
Website: www.yutaka.co.id

The challenge
PT. Yutaka Manufacturing Indonesia (YMI) experienced data loss during recovery when the company’s previous system crashed while backup devices were inadequate. Following that, PT. YMI initiated a plan to build a robust and reliable foundation for business continuity, starting from securing business and application data. PT. YMI needed an experience partner who can not only provide system infrastructure, but also bring experience in business continuity.

The solution
Fujitsu provided end-to-end solutions to help built a firm and reliable foundation for BCP. Fujitsu supplied PRIMERGY system server and ETERNUS storage as well as other supporting equipment. Fujitsu also assisted PT. YMI in architecture design and project implementation. PT. YMI decided to choose Fujitsu after careful consideration of its quality and experience in assisting similar companies.
Case study PT. YMI Manufacturing Indonesia

The benefit

- Overall improved performance and higher system availability compared to the previous system.
- Faster recovery time and improve data recovery point. The system is able to recover operations in less than 24 hours (only 15 minutes during simulation) with minimum loss of data.
- Ensure compliance from the audit trail function in the file server system.
- Fujitsu also provided a fast response time in meeting the requirements of the company.
- Better IT support and with increased system availability, the IT team, was able to focus more on business improvement, rather than system troubleshooting.

Products and services

- Primergy RX300S6
- Fujitsu LT20 LTO-4 SAS HH Model
- Eternus DX80
- Fujitsu SME Rack 42U
- Aten LCD KVM Switch 8-port
- AvePoint Solution
- Symantec Backup Exec

The benefit

The implementation of business continuity in PT. YMI was initiated by the hardware deployment, that is, by building second system at remote site. The second system would function as a backup system whenever the first system goes into difficulties. Fujitsu worked with PT. YMI's team design the system architecture and the implementation at the sites. "All risks and challenges during the project were addressed. We at many times had to adjust the configuration so as to meet the optimum level. This was the area where Fujitsu proved to be a competent and experienced partner," said Samuel.

Fujitsu helped PT. YMI in re-designing its system architecture to be secured from risk potentials, namely by dividing the database system for office data with the one for in-house data applications. Adding to that, Fujitsu has proven very helpful in data replication stage at second site and was capable of making data backup into tape library. In that case, PT. YMI is now enjoying multi-layered data protection and avoiding itself from potential single point of failure.

After the second system installed at the remote site ran, PT. YMI could ensure the business continuity much better with data still available even during system outage. PT. YMI requires if one system suffers from failure, the other system can take over the operation in less than 24 hours. "The result is outstanding, beyond our expectation as in one trial, we could complete the takeover process in just 15 minutes. There is almost no disturbance to our business operation," said Samuel. "Not only fast, we can now provide data the most recent version prior to downtime to the users. There is almost no loss of data during the data recovery process."

In addition, PT. YMI receives additional benefits from running the new system, that is, the audit trail of Microsoft SharePoint system from Fujitsu. The audit trail enables PT. YMI to record every activity on the document, also the writer, who ever changed it, who the last person that changed or erased it. "Initially we applied shared folder from Windows that could only track modified by date but not modified by who," said Samuel. "Having the audit trail capability, we are more confident in running the audit process."

Conclusion

Fujitsu has helped PT. YMI realize its mission to provide high-quality products, at best price and delivery through solutions aiming at building the fundamental of sound business continuity in the company. Fujitsu's solutions consisted of a combination of PRIMERGY server and Eternus storage with optimum endurance and performance which are cost-effective solution for PT. YMI.

Samuel added that the more secure and reliable system will enable IT staffs at PT. YMI to allocate more time to making new innovations for the users.

"Fujitsu gave us operational peace of mind and helped increase user’s satisfaction from IT. We are also able to leverage our role from supporting IT operations to providing business value through IT."

In providing solutions to PT. YMI, Fujitsu was very competent in handling the business process, understanding their unique challenges and recommending the right solutions. Fujitsu was very responsive to challenges met in this PT. YMI's project. Fujitsu is committed to support PT. YMI and benefit from their IT implementations.

About Fujitsu Indonesia

Fujitsu Indonesia was established in 1995 under the name of PT. Fujitsu Systems Indonesia. Headquartered in Jakarta and with a number of service centers in Jakarta & Surabaya and more than 20 authorized service providers across Indonesia, Fujitsu Indonesia has a vision to become a leading provider in IT, communications and customer-focused business solutions.
Case study PT. YMI Manufacturing Indonesia