FUJITSU

Case Study
Madhya Pradesh Paschim Kshetra Vidyut Vitaran Company Ltd.

»Previously it would take us ten days to pull information from the system; now we can do it in a matter of minutes. This responsiveness enables us to make better informed business decisions.«

Gautam Kochar, Deputy General Manager, Madhya Pradesh Paschim Kshetra Vidyut Vitaran Company Ltd.

The customer

Country: India
Industry: Utilities
Founded: 2002
Employees: 6,000+
Website: www.mpwz.co.in

The challenge

MPPKVVCL was using a distributed network across its 600 offices to handle the billing of electricity. This led to inaccurate readings, long delays in retrieving information and loss of revenue.

The solution

The company worked with Fujitsu to build two data centers from scratch, each of which comprised 36 Fujitsu PRIMERGY rack servers and two Fujitsu ETERNUS disk storage systems and two Fujitsu ETERNUS tape libraries.

The customer

Madhya Pradesh Paschim Kshetra Vidyut Vitaran Company Ltd. (MPPKVVCL) is responsible for the distribution and retail supply of electricity in the areas covered by the Commissionaires of Indore and Ujjain. Its chief priorities are to improve efficiency and ensure commercial viability, while becoming progressively sustainable and less government dependent. Paschim Kshetra encompasses an area served by 77,021 kilometers of high tension voltage and 137,105 kilometers of low tension voltage distribution network.

The challenge

Until recently, MPPKVVCL relied on a distributed network of servers across its 600 branches to provide IT services, however this approach presented multiple obstacles. Smaller locations were connected by phone or analog modem to their closest hubs where bills would be printed and distributed back to the local office to be passed on to customers. These bills would be based on monthly meter readings that are recorded on site and then entered into the system back at the office.

This system was fraught with human error and network failure, leading to substantial revenue loss. The company wanted to find a more modern and centralized way to manage its IT and data. In the wake of significant government reform, IT enablement climbed the political agenda and provided extra funding for MPPKVVCL to revamp its IT systems, to support an Enterprise Resource Planning (ERP) system that had been sorely lacking in the past.

"We had no formal architecture for ERP or managing billing efficiently which was costing us money," explains Gautam Kochar, Deputy General Manager, MPPKVVCL. "We wanted to implement a more joined-up and effective approach to technology."

The company put together a tender document comprising 11 key criteria covering all relevant cost and technical requirements for a new ERP and e-business platform.

The benefit	Products and services
■ MPPKVVCL now has the ability to monitor and analyze billing data in real-time, enabling it to maximize revenue and make better informed business decisions ■ A single view allows it to keep track of billing, revenue and inventory across its extensive network for total transparency ■ Customers can now pay bills online while meter readers can instantly upload meter readings rather than inputting figures into the local office system ■ More effective roll out of human resources policies	■ 8 x FUJITSU Server PRIMERGY RX500 S7 ■ 34 x FUJITSU Server PRIMERGY RX300 S7 ■ 30 x FUJITSU Server PRIMERGY RX200 S7 ■ 4 x FUJITSU Storage ETERNUS DX410 S2 ■ 4 x FUJITSU Storage ETERNUS LT60 S2 ■ 16 x FUJITSU CELSIUS M720 Workstation

It then invited the three vendors with the local capability, scope and experience to respond. Of these three, Fujitsu supplied the most cost-effective proposal with the best architecture and highest performance.

"As a government-owned organization, we have exceptionally strict tender processes," adds Kochar. "However, Fujitsu met all our needs and rated very highly for cost and performance so it was a natural partner for us."

The solution

Over the course of five months, Fujitsu and MPPKVVCL built two new data centers in Indore and Jabalpur, each consisting of 36 Fujitsu PRIMERGY rack servers and two Fujitsu ETERNUS disk storage systems and two Fujitsu ETERNUS tape libraries that work perfectly with each other to provide a robust IT platform. The sites mirror each other so that one acts as the production center while the other provides disaster recovery capability. Fujitsu also provided key components such as power, cooling and physical security.

"Fujitsu was responsible for planning the entire operation and did an excellent job to get it completed on time and in budget," continues Kochar. "We also connected 200 offices to the data center via leased line while the remaining 400 connect using a VPN over the internet."

The primary application is Oracle e-Business Suite 12.1.3, as well as Hyperion and Active Directory. Together, these enable MPPKVVCL to deploy flexible, reliable and responsive ERP services.

The benefit

MPPKVVCL now enjoys accurate, real-time billing data that can be easily analyzed. Importantly, the company can more precisely monitor the rates at which it is buying and selling electricity, which maximizes revenue. It also eliminates the possibility of human error as the meter readers can now upload readings instantaneously to the data center.

"Previously, it would take us ten days to pull billing information from the system; now we can do it in a matter of minutes. This responsiveness enables us to make better informed business decisions," says Kochar. "It is also far easier to manage a centralized server platform than its distributed predecessor, which makes life easy for our IT department."

The company now has a single view through which it can keep track of billing, revenue and inventory across its extensive network. This clearer view is key to managing the business and preparing for future growth. It can also now offer its customers the ability to pay online, which increases their satisfaction with the service.

"There's less opportunity for bills to get lost in the post and no need for customers to walk ten kilometers to their nearest office to pay a bill when they can use their smartphone instead," continues Kochar. "That introduces flexibility to our services and keeps customers happy."

In addition, the data centers are running at 40 percent capacity and therefore have the ability to scale. Nevertheless, MPPKVVCL has already invested in a further ten FUJITSU Server PRIMERGY systems to host new applications and connect 1,500 service stations to the network.

Conclusion

MPPKVVCL has successfully migrated from an unreliable and slow distributed network to a modern, cost-effective, responsive data center that is providing total transparency of data and enhanced customer service. Its partnership with Fujitsu has made this possible and together, they will continue to collaborative on future innovative projects.

"Fujitsu has helped us deliver an IT platform that is fit for the 21st century and that gives us the ability to track, monitor and analyze billing data in real-time for increased revenues."

Gautam Kochar, Deputy General Manager, Madhya Pradesh Paschim Kshetra Vidyut Vitaran Company Ltd.