



LEADING CONSUMER PRODUCTS COMPANY PLACES SAP HANA IN THE SAFEST HOSTING HANDS

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Mayuresh Purandare, Head IT – Infrastructure and Security, Marico

Managing mushrooming product volumes

In bygone days, the Marico computing estate was outsourced to a third-party. Agility was lacking and resilience needed improving. Applications, including SAP and Active Directory Domain Controller experienced extended local backup times with flat data files transmitted over a slow local area network.

Mayuresh Purandare, Head IT – Infrastructure and Security at Marico, explains: “In the face of mushrooming product volumes and financial traffic, we decided to upgrade our ERP software to SAP HANA using a grid-based cloud architecture. That would pave the way to increased speed and agility, with real-time insight to leverage automated AI applications.”

Understanding and overcoming pain points

With the new SAP HANA software installation imminent, Marico needed a fresh approach. Mayuresh continues: “The choices were between buying our own hardware, using a public hyperscaler such as AWS or Microsoft Azure, or opting for a hosted private cloud solution.”

A cost-benefit analysis showed the 3TB of RAM required in a DIY data centre or public cloud situation, could be expensive for high-performance computing. On the other hand, Tata Communications would commit to customising the solution to keep the price down yet still offer optimum functionality.

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\$ 1 billion transactions
routinely handled



75TB database
and back-up available



25% increase
in compute speed



DRaaS provided
but never needed

“Co-working between suppliers is a big plus in favour of Tata Communications. The key differentiator is about showing flexibility and always treating the client’s success as the priority.”

Mayuresh Purandare, Head IT – Infrastructure and Security, Marico

Always keeping deployment moving

Tata Communications designed an architecture with virtual and physical servers and 55TB of storage. The SAP HANA physical servers are hosted in the Mumbai IDC (international data centre) while over 120 applications run on the IZO™ Private Cloud platform. Also hosted in the IDC are high-availability firewalls and switches. From the Mumbai IDC, dual cross-connects run to an IZO™ Cloud Object Storage platform in the Delhi IDC, where 20TB of back-up with 30-day retention is provided.

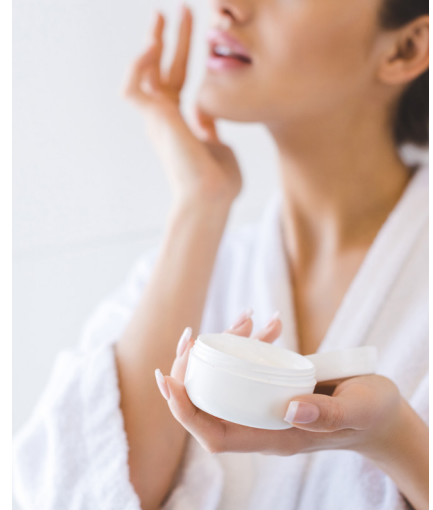
Mayuresh says: “A large number of Tata Communications people are dedicated to working on these managed hosting technologies and they were able to quickly call-in team members if ever something got stuck during solution deployment.”

Architectural economy designed-in

The migration methodology took advantage of the Tata Communications data centre professional services team. In two phases, SAP HANA software, physical servers, firewalls, and switches were moved to the Mumbai IDC. The second phase saw managed hosting of other applications and services put in place.

In a multi-vendor environment, Tata Communications runs hardware, operating systems and clusters. “Co-working between suppliers is a big plus in favour of Tata Communications,” says Mayuresh. “The key differentiator is about showing flexibility and always treating the client’s success as the priority.”

The architecture is designed for economy. For example, reducing compute by 45 processors yet simultaneously increasing speeds by 25 percent while routinely handling a billion dollars-worth of transactions. SLAs up to 99.999 percent are achieved and always exceeded. Disaster recovery drills follow a rigid schedule, although the DRaaS back-up provided by Tata Communications covering some 14 locations has never yet needed to be used.



SERVICE & SUPPORT

Under the managed services banner, Tata Communications unfailingly eliminates hassle for Marico. For example, specialists make sure operating systems are properly installed and hardened. This can sometimes involve drawing a line between where one administrator’s role stops, and another’s starts. “The Tata Communications ethos is to take ownership of the problem and iron it out even if it’s a grey area or out of scope,” says Mayuresh. Also, during the pandemic Microsoft Teams was adopted as a key collaboration medium during service interactions, enabling direct customer engagement through dial-in features.

About Marico

One of India’s leading consumer products companies in the beauty and wellness space, Marico is present in 25 countries across emerging markets in Asia and Africa. Marico touches the lives of 1 out of every 3 Indians, through its portfolio of brands such as Parachute, Saffola, Saffola FITTIFY Gourmet, Saffola ImmuniVeda, Saffola Arogyam, Saffola Mealmaker, Hair & Care, Parachute Advansed, Nihar Naturals, Mediker, Coco Soul, Revive, Set Wet, Livon and Beardo.

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