



Case Study

20% improvement
in ERP application
performance boosts ROI
for Pitti Engineering
business



The scalability, flexibility and cost-effectiveness of cloud has transformed how manufacturers approach their operations, enabling them to be more efficient and effective. Customers today want better quality products at lower costs and, excellent customer service such as convenient deliveries, easy returns etc. To meet these demands, manufacturers need to optimise their processes for speed and efficiency. This is where cloud enterprise resource planning (ERP) can be a significant advantage.

Pitti Engineering Limited, one of India's largest and most reputed manufacturers of electrical steel laminations, specialize in motor/generator sub-assemblies and precision machined components for diverse sectors with strong presence in domestic & international markets. They partnered with Tata Communications to migrate its on-premises SAP ERP system to public cloud for increased flexibility, better performance, and cost savings. Learn how this transition led to greater payoffs in terms of reduced costs and overheads associated with managing its traditional IT infrastructure.

Regular outages led to ERP disruptions; data centre hardware reaching end-of-life

165 users across Pitti Engineering company rely on SAP ERP platform for business-critical activities, from demand planning to warehouse management. So, it was necessary to ensure consistent performance and high availability of the ERP system. The manufacturing company's SAP ERP was running on on-premise data centre for almost six years. Regular maintenance and upgrades were done to ensure the infrastructure runs efficiently. However, maintaining and managing this on-premise setup was a resource intensive and time-consuming task that took almost 30% of the company's IT manpower efforts.

Moreover, problems like power failures, UPS inefficiencies, cooling challenges, hard disk failures, hardware replacement were causing frequent downtime leading to business disruption. Unplanned downtime was a severe threat to the company in terms of revenue loss and reputational issues. During these outages, the entire IT infrastructure including the company's ERP with numerous business applications were not available for its staff to perform any operations. This implied that all routine transactions and processes such as invoicing, dispatches, financial entries, supply chain operations, production etc.

were on hold leading to lost business productivity. Delay in dispatches / shipping especially to international locations resulted in financial impact on company's business and poor customer experience, with its reputation at stake.

The existing infrastructure was also due for a technology refresh & failing to retire its IT assets on time would have led to poor ERP application performance, compromised security, lower productivity and higher costs. Based on its experience, the manufacturer realised that there is always a possibility of instability and downtime in the physical data centre, and it is expensive to operate as it requires significant ongoing maintenance and constant upgrades. So, the technology refresh was ruled out. The company was looking for a solution that could reduce time spent in managing their IT infrastructure and dealing with infrastructure complexities.

About Pitti Engineering Limited

Pitti Engineering Limited was founded in 1983 and is India's largest and most reputed manufacturer of Electrical Steel Laminations, Motor Cores, Sub-Assemblies, Die-Cast Rotors and Press Tools. They are proud to be the largest exporter of laminations from India. They have already diversified into manufacturing of Castings, Steel Fabricated Parts and machined components stator and rotor assemblies with plans of diversifying into forgings.

Migration to cloud guarantees system uptime and performance

Pitti Engineering recognized that migrating to the cloud was the most straightforward and effective solution for overcoming challenges associated with operating an on-premises data centre environment. Following a comprehensive evaluation of various cloud providers, the company opted for Amazon Web Services (AWS) due to its enhanced flexibility, competitive pricing, and appropriate technical features, especially in terms of landscape sizing.

The subsequent consideration involved strategising on how to manage the cloud infrastructure/resources, given that the company lacked the requisite skillset and expertise for overseeing this transition. They partnered with Tata Communications who have highly skilled cloud experts and offer complete cloud services support including consulting, migration, and operations. The team explained the implementation process step-by-step, demonstrating Pitti Engineering how they can migrate its entire system from development to quality to production seamlessly. By leveraging Tata Communications' Managed Public Cloud Services for AWS, the company has seen significant improvement in ERP performance.

We completed our due diligence and rigorously evaluated several managed cloud service providers. We selected Tata Communications managed services because they were committed to our success. Being our first experience with cloud, we were unsure of what lies ahead and had several concerns regarding security of business-critical data on SAP and cost overruns if not managed properly thus affecting our IT budgets. But with Tata Communications, we had the confidence that they can design the cloud landscape in such a way that the SAP system will seamlessly run in the cloud. Also, as a single stop shop, they provide us solutions ranging from network to cloud without us having to run around everywhere. Outsourcing management of servers, connectivity and infrastructure allows us to focus on driving our business to greater heights.

Srinivas Rao G,
Senior DGM- IT, Pitti Engineering



An-always available ERP system boosts employee satisfaction

With migration of mission-critical SAP workloads to cloud, the IT team at Pitti Engineering can focus on more strategic business matters. With right sizing provided by Tata Communications, the company has been able to reduce cloud costs and optimize performance. The migration to AWS ensured 100 percent uptime for the SAP business-critical workloads. With a highly available SAP environment, the users enjoy a reliable experience, significant time savings, faster performance, and improved employee satisfaction. Added to enhanced system availability and performance, operations costs have gone down significantly.

The modernized ERP platform has paid off. Having implemented a highly available ERP, Pitti Engineering experienced enhanced production efficiencies across its manufacturing chain. Furthermore, the company observed a decrease in internal IT service management incidents related to supporting the ERP platform's infrastructure, establishing a future-ready infrastructure to support the company's IoT roadmap.

With the success of this migration, along with Tata Communications, Pitti Engineering is now exploring other parts of their IT landscape which can be moved to cloud.

*Tata Communications ensures that we get the most out of our cloud investment. It has the depth of experience to advise us on how our architecture should be established on the AWS Cloud, including right sizing SAP instances to optimize performance. The biggest benefit with this transition is peace of mind. I know that my ERP system will be available all the time, whether it is nighttime or a holiday, dispatches happen 24*7.*

Srinivas Rao G,
Senior DGM- IT, Pitti Engineering



20% improvement in
runtime performance



20% cost
savings



40% IT efforts
saved



Zero downtime ensures
ERP is always available



Increase in user
satisfaction

Build your future through a digital customer experience

If you are a Retail/Auto/Real Estate enterprise looking to transform the way your customers experience your product, talk to your Tata Communications representative about your company's digital transformation.

- How you can reach your high value customers in the most convenient way?
- How you can integrate e-commerce, CRM and other digital platforms with 'phygital' solutions to give your customers a competitive edge?

Transform Now

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a global digital ecosystem enabler powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit www.tatacommunications.com

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