Case Study ON

DR Solution Enabling Business Continuity During COVID-19

About

The customer is India's leading producers of fertilizers and industrial chemicals with an annual turnover of more than 0.5 billion USD. This public listed organization's product portfolio spans across industrial chemicals, bulk and specialty fertilizers, farming diagnostics and solutions, fresh produce, technical ammonium nitrate. The company has its manufacturing units across multiple states in the country including Maharashtra, Gujarat, Andhra Pradesh, and Haryana.

The company has also launched India's first true Lifestyle Centre, that is a specialized center for design and interiors, sprawling over 6 lakh sq. ft. Adoption of cutting-edge technology and the intent towardsleveraging the benefits of data center & cloud services have helped them to remain future ready.

The Challenges

- The customer already had their Data Center (DC) in Pune, Maharashtra
- As they have been rapidly growing over the last few years, a Disaster Recover (DR) site became a necessary for the customer to ensure business continuity
- The primary evaluation criteria for the DR site was to identify a highly sophisticated hyperscale facility at a location that is not prone to natural calamities. In fact, the customer wanted the DR site at a completely different seismic zone from the DC
- RTO and RPO (Recovery Time Objective and Recovery Point Objective) are two key metrics that businesses usually consider for evaluating disaster recovery plans. Being a part of a highly competitive industry landscape with global customer base, the customer could not afford to compromise either on the amount of time without having its normal data & infrastructure available, or on the amount of loss of data incurred as the result of a disaster. Therefore, they specifically wanted the guarantee of a very low RTO & RPO, both
- The customer was looking out for a solution that could enable them to switch between the DC and the DR sites seamlessly, on-demand. This means that in case a disaster would strike at the DC, the DR will start operating as the DC with zero lag
- It was important for the customer that the data center partner could commit superior performance, and maximum uptime with significant experience in implementing large scale SAP S4/B4 HANA® instances

Customer Benefits

- One of the biggest advantages that the customer has been reaping since go-live is the worldclass support at Pi; the in-house multi-level support by expert cloud engineers at Pi results in up to 35% lesser cost for our customers towards availing support
- The customer was able to secure a DR solution in record time and have been also replicating huge volumes of data within the shortest possible time
- As their DC in Pune had to be temporarily closed down during the lockdown period of COVID19 pandemic, the DR solution proved to be extremely beneficial for the customer for it enabled them continue with business operations seamlessly
- The customer's SAP S4/B4 HANA® application is hosted at Pi which is an Uptime Institute TIER IV certified data center thereby guaranteeing a 99.995% uptime of the customer's workloads
- The experience of the customer is further enhanced due to very low latency of less than 25 milliseconds
- The highly mature environment offered by Pi for implementing and hosting the SAP S4/B4 HANA® application has helped the customer to focus on their core business as they continue to enjoy zero downtime

How Pi Led The Way

- Pi provided a robust DR environment to the customer within its 100% automated and hyperscale data center facility

- The engineers at Pi performed a tremendous job in spinning off a high-performance DR solution that enabled seamless replication of the customer's SAP workloads, and other mission critical applications, from their on-premise data center to the DR site offered by Pi using MPLS links

- The DR solution developed & implemented by Pi has enabled a unique SAP native replication with sub second RPO

- The optimum SAP suitable environment at Pi has enabled continuous replication of the huge amount of data by consuming minimum bandwidth. Also, Pi's proximity to the fiber optic lines from almost all major ISPs in the country guaranteed significantly lower latency

- Pi Cloud is certified by SAP for hosting Cloud Operations, Infrastructure Operations, Hosting Operations, and SAP HANA® Operations; such credentials helped Pi to successfully instill trust and confidence in the customer