Himalaya
HERBAL HEALTHCARE

The Himalaya Drug Company reaps rich rewards with VMware virtualization

INDUSTRY
Healthcare

LOCATION
Bangalore

KEY CHALLENGES

- Improve SAP performance
- Ensure availability of business critical applications
- Optimize IT resource utilization

SOLUTION
Virtualized business critical SAP applications to achieve improved efficiency, maximum utilization of resources, elasticity, and reliability and reduce operational costs

BUSINESS BENEFITS

- 100% consolidation of SAP environment
- 100% improved reliability of IT infrastructure
- 50% hardware optimization/ capacity utilization improvements

The Himalaya Drug Company implemented VMware vSphere and vCenter Operations Manager to consolidate and better manage the infrastructure their SAP applications were deployed on. Additionally, VMware vSphere advanced features such as High Availability, Fault Tolerance, vMotion, Storage vMotion, Distributed Resource Scheduling, Cluster, Resource Pools etc. have significantly improved the performance and manageability of their IT infrastructure.

Since its inception in 1930, the Himalaya Drug Company has been focused on developing safe, natural and innovative remedies that help people lead richer, healthier lives. Today, consumers in over 82 countries rely on Himalaya for their health and personal care needs.

The Challenge

As The Himalaya Drug Company's business grew, the reliability and availability of its mission critical SAP applications became an increasing priority for the IT team. Peak-load performance issues and frequent maintenance led to downtime that further impacted the business. This was a growing cause of concern for the IT team at Himalaya.

The Solution

The team at Himalaya took a decision to virtualize its IT environment to address their internal requirements. Many vendors were evaluated, The IT team at Himalaya identified VMware vSphere solution as the best fit for their requirement after experiencing VMware vSphere solutions scalability, reliability, ease of management and other advanced features.

The choice of vendor soon became an easy one for Himalaya. VMware clearly emerged as the vendor that best complemented The Himalaya Drug Company's IT vision and addressed the challenges of the business.

The IT team saw features such as VMware vMotion and High Availability, Disaster Recovery Solutions and Storage vMotion crucial for their operations. VMware also provided a simpler and seamless management of resources, such as memory and storage. VMware's close partnership with IBM and compelling features helped make the decision easy.

"We were very impressed during the POC with VMware when our users noticed a significant improvement in the responsiveness of systems," said Vijay Kumar, Chief Manager – IT.

Business Results & Benefits

VMware provides backbone for Himalaya's SAP environment

Today, The Himalaya Drug Company has deployed VMware vSphere 5.0 and has 11 IBM HS22 Blade servers hosting 23 VMs. All business critical SAP applications, including Quality Assurance, and production and development servers are hosted on VMware. The Citrix connect servers were also migrated to the virtual environment.

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"With VMware, we have been able to exceed our internal customer expectations and business needs, while improving on application performance, availability and management. Virtualization has not only been a business catalyst for us but has also helped our adoption of IT-as-a-Service."

Jayashree Ullal
Chief Finance Officer,
The Himalaya Drug Company

VMWARE FOOTPRINT
- 23 Virtual Machines running on 11 physical servers
- VMware vSphere Enterprise Edition
- VMware vCenter Server Standard Edition
- VMware vCenter Operations Manager Advanced Edition

APPLICATIONS VIRTUALIZED
- SAP Applications
- Citrix XenApp Server

PLATFORM
- Microsoft Windows Server
- IBM HS22 Blade Servers

Improved performance, manageability and resource utilization

The agility and ease of management that the solution provided was a key factor that influenced in the decision in favor of VMware. Administrators can allocate resources for critical applications quickly and efficiently.

"With the help of VMware vCenter and vCenter Operations Manager, we are now able to manage the entire infrastructure with minimal administrative resources. vCenter Operations Manager actively monitors the infrastructure in real time and warns us of performance issues or capacity shortfalls by pinpointing root causes for us to address before if affects end users. Our team would earlier spend hours troubleshooting issues, but now, thanks to the management features of vCenter Operations Manager we are able solve issues much faster. We are also able to make better informed decisions regarding our hardware and storage investments," said R.Srinivas - Senior Manager – IT Infrastructure.

A robust solution for business critical applications

With the solution deployed, the team at The Himalaya Drug Company has been able to drastically mitigate the issues they faced with the performance of their applications. After the deployment was completed in January 2012, the IT team has noted a 100% uptime for business applications hosted on the virtual environment, even during peak-load times.

"Before going live, a number of physical servers were intentionally brought down to check the fault tolerance capabilities of VMware and vMotion. vMotion seamlessly moved the virtual servers to our backup servers with zero-downtime!" said Vijay Kumar, Chief Manager - IT.

"Today, after virtualizing the entire SAP Development, Test and Production environments on VMware Infrastructure, we have not experienced any downtime and we've had 100% availability. Of course, the management committee was also very happy with us as there was no business interruption caused," he added.

Looking Ahead

Inspired by the success of their SAP environment on VMware, Himalaya's IT team intends to work with VMware to virtualize all physical servers in the datacenter and also strengthen their disaster recovery solution to ultimately have a 100% virtualized infrastructure model.

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