HCL Infosystems Uses SAP Power to Reshape IT Landscape
For One of The World's Leading Ink Company

Client Brief

The client is India-based company and a subsidiary of Huber Group, an international group of companies that is focused in the manufacture and sale of printing inks, printing varnishes, damping solution additives and printing auxiliaries. The company's products include offset inks, flexo & gravure inks, screen inks, metal decorating inks & coatings and lamination adhesives.

The client offers the printing industry with valuable support in terms of the technical issues, product application and printing methodology.

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Client Requirements

The client wanted to optimize its IT Infrastructure and business processes without implementing new functionality that would change user behavior. This prompted the client to look for an integrated enterprise solutions partner who could help them with the following-

- Full IT landscape transformation
- Setup optimized virtual infrastructure platform at DC and DR
- Design and Set up of Near DR Solution with RPO = Zero and RTO between 1 to 4 hours for Business critical applications like – SAP, Exchange and virtualized infrastructure
- Two SAP transformation activities to involve Support Packs Upgrade, Oracle Database Upgrade 11g , Kernel Upgrade, Unicode Conversion, OS Upgrade 2008 R2, Migration, ECC 6.0 SAP Upgrade with EHP4, Block Corruption provision etc.
- Migration of existing MS Exchange 2003 to Exchange 2010
- Migration of Active Directory (AD) from Windows 2003 to Windows 2008 R2
- Migration of all other applications like SAP, AD, Exchange, AV, Blackberry, log sheet etc. to virtual environment
- Design and implement robust backup methodology for protecting business critical data
- Minimum downtime to reduce multiple testing and reduction in production disturbance.

- Existing and New Infrastructure to work in parallel to address ongoing development activities as well as to take care of worst case scenarios
- SAP system transformation from virtual environment to physical environment to showcase ORACLE database problem under physical environment
- Zero data loss in the final target system using storage base sync replication tool

Solutions Offered

Following the comprehensive requirement of the client, HCL offered end-to-end solutions and services for upgrading entire IT infra, migrating SAP to ECC 6.0, MS exchange to 2010 and AD to 2008 R2.

Solution Highlights

- IT Infra setup at DC and near line DR with robust hardware combination of Cisco UCS Blade, EMC Clariion Cx4 120C8 & Connectrix Switch
- Built reliable Virtualization Platform using VMware vSphere 4.1 with enterprise capabilities like FT, DRS, HA , vMotion for running Business critical applications including SAP and Exchange
- Network design and up gradation to eliminate SPOF scenario using Cisco Router and Switches
- Two technical upgrades - from R/3 4.7 non-Unicode to ECC 6.0 with Ehp4 – Unicode and R/3 4.7 Unicode to ECC 6.0 with Ehp4
    > Implementation of extra security in

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the database to avoid logical block corruption

> Recommended parameter adjustments for SAP ECC 6.0 and ORACLE 11g
> Business Cycle Testing
> Storage based Cloning process setup to refresh the system for SAP

- Migrated Active Directory Domain from Windows 2003 to Windows 2008 R2
- Implemented Exchange 2010 SP1 in high availability mode ensuring zero mail loss with Active -Active Mailbox (DAG replication), HUB-CAS and Edge Servers across DC and Near DR Site.
- Seamless Migrated approx 600 Mailboxes from Exchange 2003 to Exchange 2010
- Implemented Sync replication to achieve Zero data loss (RPO=0) using EMC Mirror View
- Designed and Implemented Automated DR Process for virtual infrastructure using vCenter SRM with Array Integration for Protecting all Business critical applications including SAP, Exchange (Edge, Hub.CAS) etc
- VMware SRM integrated with EMC SnapView to enable One Click DR Drill using Storage Snapshot
- EMC Networker based Tape Backup Solution integrated with vSphere VADP and EMC SnapView to enable File level, Image level backup over SAN transport
- Implemented Agent based Application

level backup for SAP, Exchange
- Easy integration and execution of entire project with proven expertise of HCL engineers certified in respective technologies
- Followed regressive testing process for each technology level and integrated functional testing to ensure stable production environment
- Implementation methodology was designed in way that existing application/infrastructure and new application/infrastructure runs in parallel while migration activity is going on to ensure that no development requirement is affected during project phase and eventually transfer to new systems requires only single downtime
- Created well documented DR Run Book Process and Backup Restore Process for Operations team

Business Benefits

HCL enabled the client build a flexible IT Infrastructure to run SAP, MS Exchange and other applications without affecting the existing landscape

- Improved IT efficiency

- Reduced infrastructure cost through virtualization
- Enabled IT Service Assurance to Business
- Optimum utilization of hardware
- Seamless transformation of the landscape with single downtime

Customer Testimonial

"It was very important for us to upgrade our existing SAP set-up to ECC 6.0. As a strategic partner, HCL has consistently demonstrated a high degree of competence during this initiative through rigorous process validation, functional testing and has successfully upgraded and virtualised the SAP landscape ensuring minimum production downtime and zero data-loss." – Head - IT

About HCL Infosystems

HCL Infosystems Ltd. with revenue (LTM) of US$ 2.0 billion (Rs 10,840 crores) is India's Premier Technology Company and offers a wide spectrum of IT Services and Products ranging from Cloud to Learning Solutions. As a complete IT solutions provider the company offers comprehensive offerings in Enterprise Application Services, IT Infrastructure Managed Services, System Integration, Office Automation Products and Services, Distribution and Support Services. The company operates in both the Consumer and the Enterprise space – offering the latest mobility products and operating in verticals like BFSI, Telecom, and Healthcare respectively.

HCL Care, the support and service division of the company has one of the largest and most extensive service networks across the country and provides end to end support services for various IT, Telecom and Consumer Electronics products.HCL Infosystems has one of the largest distribution network of digital lifestyle global brands and an unparalleled robust service network in the country including Tier 2 and 3 cities. Digilife Distribution and Marketing Services (DDMS), a 100% subsidiary of HCL Infosystems focuses on multi brand distribution and offers value added distribution for its partners including strategic consulting services, last mile connect and support in marketing and promotions. HCL Learning a division of the company covers the entire spectrum of education and training requirements across schools, colleges, individuals and enterprises and offers rich learning solutions across these segments. HCL Infosystems MEA (Middle East and Africa), a fully owned subsidiary of HCL Infosystems is part of the emerging markets outreach of the company and focuses on expanding the business in the Middle East and African geographies and provides comprehensive IT solutions to customers across verticals in the region. The company also has robust operations in Singapore with its subsidiary HCL Insys Pte. Ltd gaining traction in the region with its Enterprise solutions including a strong offering in Infrastructure Managed Services.

For more information please visit us at www.hclinfosystems.in

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