SAP case study-
Genting Plantations

Customer description

From a modest 13,700 hectares in 1980, Genting Plantations' landbank has since grown by leaps and bounds to 247,400 hectares (including the Plasma scheme) currently spread over Peninsular Malaysia, Sabah and Indonesia. Genting Plantations endeavors to be a leader not only in size, but also in terms of high efficiency and productivity. Consistently achieving yields above the industry average, Genting Plantations has also earned wide recognition amongst peers as being one of the lowest cost producers. Genting Plantations currently owns eleven oil mills – one in West Malaysia, six in Sabah and four in Indonesia – with a combined capacity of 550 metric tons per hour. In addition, the group has ventured into the manufacturing of downstream palm-based products. Genting Plantations has also diversified into property development to unlock the value of its strategically-located land bank, investing significantly in biotechnology with the aim of applying genomics for increased crop productivity and sustainability.

Business need

To keep up with its continuous expansion and demands for operational efficiency, Genting Plantations transformed its IT infrastructure, not just to have better control over IT costs and value but also to improve scalability and accessibility, as well as to enhance the group's capacity to innovate using the latest technology. Hence, along these lines, the "go-to-cloud" project was initiated. They needed an experienced partner to transform the entire system from AIX & DB2 to Microsoft Azure (Windows & SQL).

The following were the major business challenges when building SAP on Azure:

Migrate the current SAP landscape from on-premise servers to Microsoft Azure Cloud Services

The new Azure internal load balancers for high availability and DR design and implementation

SAP interface program change after migration from AIX to windows

HCL's approach

HCL's approach was to design and implement the highly available SAP NetWeaver migration on Azure with SQL Server as the database tier. To accomplish this the SAP systems were configured on new integration servers with SIT and UAT testing support available.

Some of the key highlights of the solution are:

New interface configuration in the SAP system to the third-party interface server on the cloud

New SAP Web dispatcher setup for ESS/MSS

SOLMAN managed systems and EWA setup

High Availability and Disaster Recovery servers build

Migrate from AIX/DB2 systems to Windows 2016/SQL Server 2014 platform for development, test, quality and production systems

The SAP products migrated are ECC 6.0 EHP 7, SAP NetWeaver 7.4 SR1 Enterprise Portal (ESS/MSS) & Solution Manager 7.2

Disaster Recovery Build and Testing

Business Benefits

Some of the key business benefits delivered by HCL SAP transformation technologies to the client are:

✔ Transformation of IT infrastructure yielded measurable results, with improvements particularly in the process of data capturing and retrieval.

✔ Client had recorded cost reductions after the migration of its SAP system to Azure. Thus, users also reported a quicker and better system performance on Azure, with an 'up-time' as high as 99.9%.

✔ The cloud-based system has also enabled the group to scale up or down its IT infrastructure needs according to its actual needs. By being able to easily change the configuration and capacity, Genting Plantations could quickly launch a proof-of-concept or tests just by adding new servers as and when necessary. This in turn will translate to further reductions in usage costs.

✔ Simplified IT Operations - Without the need of having an on-premises architecture to house the IT systems, the group is able to divert its resources, skills and talents towards improving other aspects of the business operations. "Other than simplifying our IT operations, the transformation has also assured us the security of our data, as the system is in compliance with various security protocols said Liu Kim Seng, Vice President, IT, Genting Plantations."

✔ Migrating to Azure, the client is one step closer towards the realization of smart agriculture. Through the cloud platform, the client is now ready to use advanced technology such as IoT ("Internet of Things"), advanced data analytics, and big data and machine learning in its management and operations.

> *The SAP implementation project was a complex one. The system used by the group's operations in Malaysia was implemented 10 years ago, whilst the other server in Indonesia was implemented just 2-3 years back. With both systems running on 2 different versions of SAP, we had to make substantial technical upgrades, configuration and standardisation of all interfaces from the businesses' subsystems throughout.*

▶▶ **Liu Kim Seng,**
Vice President, IT,
Genting Plantations

HCL

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