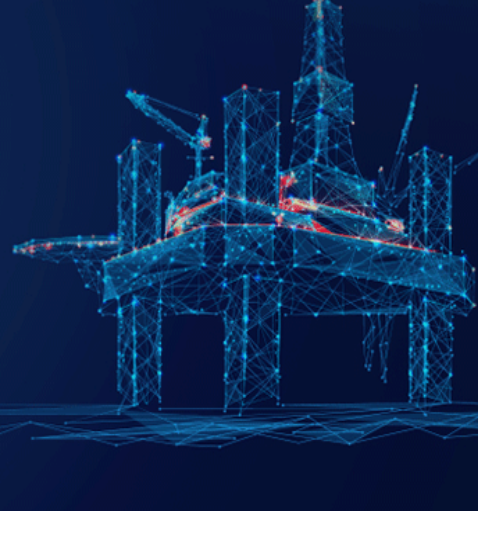


## Global Energy Leader supercharges Digital Transformation with SAP and Cloud4C



### Innovative Operations powered by SAP Cloud: A Vision to take a Business and the National Economy Forward

The client isn't only a colossal name in the Oil Gas and Energy (OG&E) industry, but also a glorious representation of the Middle East Economy. As one of the largest energy corporations and one of global industry leaders in production capacity and revenue terminologies, every step the firm strategizes and implements coincides and impacts the industry's vision. Thus, it was a blessing in disguise when the client company's forward-thinking leaders across the board and its tens of subsidiaries in the fields of exploration, production, support services, oil refining and gas processing, petrochemicals, logistics and refined products distribution realized that technology excellence across the sector should be the hallmark strategy to take the nation and its energy economy forward. The vision would also support the enterprise's sustainability initiatives around decarbonization and clean energy.

#### A glimpse of the client's operational size:

**4 million**

barrels of oil per day output

**10.5 billions**

of standard cubic feet of gas per day

**\$3.6billions**

project investments in decarbonization efforts

**Leading**

Oil Gas and Energy Company Globally



SAP and Cloud4C were swiftly drawn onboard to blueprint this gargantuan digital-first strategy, unlocking world-class business innovations across numerous operational, supply, procurement, finance, service delivery, IT processes. The client wished to fast evolve into a fully inclusive digital Ops and business model that's super scalable and agile via the power of the intelligent cloud, one that would be designed exclusively for their broad stack functionalities. Along with specialized SAP business solutions and state-of-the-art services, Cloud4C helped the firm move their SAP assets to a dedicated cloud architecture under the RISE with SAP model. This association turned into a historic success with the client business becoming one of SAP's largest ever customers in terms of net cloud and solutions revenues.

### The Origin Story: Extreme Difficulties to Potential History



Although the Energy Leader had initiated its digital transformation and SAP ERP journey years back, a significant part of the solutions stack across subsidiaries was running on-prem. That resulted in multiple challenges and operational complexities across the entire value chain, requiring specific solutions for dedicated use cases. As time progressed, the eventuality shone bright. Moving SAP applications to the cloud was a potent need. But, things weren't meant to be easy, considering the expanse and complexity of the overall applications landscape.

## The Four Over-bearing Challenges:

### Dedicated Infrastructure Needs



Though the client firm resolved to move its applications landscape to the cloud, they were immensely cautious on the framework of the infrastructure to be migrated. Specifically, the team required dedicated server racks, cages, storage elements for their applications landscape. For SAP, essentially a global business applications provider delivering cloud-based solutions, promising such specialization till the root infra layer was a big ask. Converting on-prem ERP apps to their cloud versions with such infra-level private dedication was difficult.

### Downtime Demons



For the client, commanding one of the world's largest fleets of Oil Gas and Energy operations, a single downtime could result in billions of dollars' worth of lost revenue. Hence, they required a revamped architecture that promised 99.9% uptime from infra till the application login layer. Most SAP cloud and solutions managed service providers could only promise high availability till the infra layer.

### World-class Security Needs



Being a nationally important organization, along with the ask for dedicated infra to run their cloud applications, the firm required highest levels of cybersecurity, governance, and compliance management across their complicated operations driven by subsidiaries. That entitled humongous number of use cases, access probabilities, incident management situations that called for state-of-the-art cybersecurity platforms. Only a partner specialized in delivering best-in-class cybersecurity solutions and managed security services could fulfil this need.

### Innovative Agility and Scalability



A significant motive behind the firm's move to cloud was to unlock innovative strategies, agility, and scalability within its operational processes. This entitled a thorough needs assessment and mapping of the same to dedicated SAP solutions and services that would finally be integrated within the revamped ecosystem. In short, they looked forward to an over-arching solution that would address their global business transformation strategies.

## The Pilot: To visualize the impact of transformation

The stringent asks and overall challenges associated with the exercise meant that a trusted SAP managed services partner was the need of the hour. Cloud4C, the world's leading application-focused Cloud MSP with innovative hyperautomation, AI, Analytics-powered offerings, had the exact visibility of what required to be done.

A pilot exercise was undertaken wherein a small fraction of the client's target application landscape was moved to the cloud with utmost security and governance. With our deep roots into cloud infra modernization and management, Cloud4C could easily meet the firm's demands of a single 99.9% SLA till application login layer at zero disruption and data loss. Best still, Cloud4C could well meet its dedicated infrastructure demands almost akin to a private cloud architecture.

Now, the real SAP on cloud transformation was about to begin.

## Impactful Solutions: Road to Inspirational Evolution with SAP on Cloud

### RISE with SAP Implementation



The client enterprise moved its SAP assets to cloud within the famed RISE with SAP framework. This allowed the enterprise to achieve much more than a traditional conversion of on-prem SAP assets to their cloud counterparts. Being a subscriber of the RISE with SAP model, the firm could integrate cutting-edge SAP process transformation, asset modernization solutions relevant to their landscape that bolstered their business evolution visions and strategies on the cloud.

### Dedicated Private Cloud-like Architecture with Hosting and Managed Services



Adhering to stringent privacy requirements, the SAP resources under the RISE with SAP model were implemented on a private cloud-akin architecture. As a global Cloud MSP with deep roots into cloud infra solutions and services provision, Cloud4C assured the client with state-of-the-art private servers, racks, storage, networking elements with military-grade security and protection. All compliance and governance related criteria for the dedicated infra elements were duly met. Cloud4C set an industry benchmark for SAP on cloud hosting and managed services via maintaining a 6 TB dedicated architecture with additional scalability upto 12 GB.

### Application-focused Highest Availability



Irrespective of the ecosystem expanse and complexities, Cloud4C managed to bind the requirements together into a single cost-effective SLA from the root infra to the SAP application login layer. In essence, Cloud4C assumed complete ownership of the deployed private cloud-like architecture and the SAP applications, solutions running on top. Availability was secured at 99.9% without fail, guaranteeing undisrupted continuity across operations.

### Specialized SAP Business Solutions



In tandem with the client's vision to view the SAP on cloud transition as a complete transformation exercise, Cloud4C helped implement dedicated SAP business solutions across the client stack, powered by the newly deployed cloud architecture. The cloud-agnostic SAP solutions were FieldGlass, Concur, Qualtrics for Employees, Qualtrics XM for Suppliers, Asset Intelligence Network, Logistics Business Network, Ariba Catalogue. In addition, the client renewed specific SAP cloud solutions 5 years in advance; covering SAP SuccessFactors, Ariba, SAC, Asset Manager, AIN, Learning Hub, EnableNow, Finance Solutions, and more. MaxAttention, IBSO WMS Innovation Project, Edge Services IBSO Project, Custom Service Delivery, and related state-of-the-art services were deployed to manage, monitor, and maintain the SAP on cloud environment at utmost efficiency.

### World-class Security and Continuity



Security and privacy has always been the client's utmost need from the start. The company is a national asset owing to its foray into economy-critical infrastructure and services across its foundation nation. Advanced access level frameworks were implemented using PIM models, allowing the client's CISO to seamlessly view, access, and audit server activities. In addition, a robust SIEM-SOAR platform was deployed to duly automate threat management and incident response activities along with dedicated incident log maintenance. Separate backup solutions acted as extra security and continuity layers, ensuring fail-proof operations throughout the ecosystem.

### Dedicated Governance and Strategic Services



The breadth of the project required additional human support to help charter a successful cloud strategy. Cloud4C assigned dedicated TLOs, Success Manager and other delivery resources for better governance and communication. In addition, the client also signed one of the largest contracts for strategic services such as assessments, consulting, management offerings surrounding the SAP on cloud ecosystem. This enabled Cloud4C to frame a long-term association, delivering continual excellence and growth commitment powered by world-class SAP ecosystems on tailored cloud.

## Delivering Beyond Expectations: Inspiring Results

Cloud4C is more than your traditional service provider, acting as an end-to-end partner to your cloud transformation journeys, regardless of landscape size and complexities. This exercise was no different. The following numbers highlight the inspirational success story:

- One of the largest RISE with SAP transformation stories globally
- Consistent 99.9% Uptime from root infra till application layer
- Zero loss migration of SAP assets to dedicated cloud infrastructure
- Aggressive project completion within 8 weeks
- Private cloud equivalent strictest security measures
- Stringent 4 hours/30 mins RPO and RTO maintenance
- Provision to quickly double the capacity (to 12 TB storage) as needed
- Zero missed alerts

## Key Differentiators:

Why Cloud4C Emerged as the SAP MSP of Choice?

- Global premium supplier of SAP HEC, SAP S/4HANA, RISE with SAP
- World's leading application-focused Cloud MSP
- 25+ Centers of Excellence (COEs) led by 2000+ cloud experts
- AI/ops-powered End-to-end Managed Operations for SAP assets, resources, workloads
- Upto 99.95% availability, single SLA from infra till app login layer
- 565 successful SAP deployments across 30 nations
- Managed 15000+ SAP instances and 2300+ TB of HANA Databases
- SAP Reg-Tech certified offerings for GDPR, CSA, PCI DSS, ISO, NESA, Dubai ISR, SAMA, NCA, IRAP, Central Bank of Oman, FINMA, RBI and more