



# Saudi's Leading Conglomerate Rides **Their Digital Transformation Journey** with Cloud4C

When the customer decided to upgrade their legacy infrastructure, they needed an experienced yet innovative and agile cloud partner with proven Cloud, ERP & Cross Platform expertise to modernize & migrate their core ERP systems across multiple group entities while ensuring business continuity. They Chose Cloud4C as their digital transformation partner.

# **About the Client**

The client is a leading holding company headquartered in Riyadh, Saudi Arabia, operating across the wider Middle East. Founded in 1971, the Group holds leading positions in multiple industries including dairy, electronics, healthcare, food service, petrochemicals and pharmaceuticals. The Group is recognized across the region for its strongly-held values, professional management and decades-long strategic partnerships with leading local and global firms including notably Sony, Danone, Philips, and Accenture.

## Introduction

As a half a century old organization, the customer is a dependable ally of prominent global companies who are striving to do businesses in the complex markets of the Middle East. Amalgamating their local know-how, infrastructure and relationships with their partners technical expertise, the model has proven to be the secret sauce for the customer's success in shared businesses.

Under Saudi Arabia's vision 2030, the client sought new investor opportunities. They were keen on rapid modernization and digital transformation. However, legacy systems came in the way of this. Cloud4C, with its cloud and hardware expertise, redefined the technology journey for the client.

# The Challenge

### Legacy HP UX Hardware was difficult to maintain

With time, legacy systems were becoming a hurdle in digital transformation.. The challenges of legacy hardware were multiple ranging from high maintenance cost and locations. security risk to inefficiency.

### **Need for higher uptime**

**No disaster recovery** 

cause the customer revenue dollars.

Downtime was one of the biggest hurdles for the customer. Solving this was especially complex, given that the customer operated across multiple sectors and

With no disaster recovery in place, any data loss could

#### High hardware refresh costs

Since the technology at the customer's end was old and outdated, the hardware costs are also higher, affecting the overall maintenance and profit quotient.

### **Existing setup was hosted inside their office** building

The existing set up lacked SLAs for cooling, power & internet, leading to frequent downtimes and other challenges.

### **IT Management SLA's & Limitations**

The client required 24x7 managed service and support for infrastructure, operating system, databases and SAP apps. The current IT team had limited bandwidth and skills to deliver this. The client needed 24x7 coverage along with stringent SLAs for Infrastructure, OS, DB & Application.

## **The Solution**

Cloud4C partnered with the client as its strategic partner and enabled them on their digital transformation journey. The solutions delivered to the client helped with seamless platform migration, higher uptime, and introduced more flexibility and agility to the business.

### **Cross platform Migration from HP UNIX to x86**



Cloud4C team assisted the customer with cross platform migration from HP UNIX to x86 with an unanticipated ease. The team was able to provide an easy and efficient way to facilitate this migration.

#### Migrated SAP workloads to cloud seamlessly



Cloud4C enabled seamless migration of SAP workloads on a cloud platform designed and built to handle SAP workloads. We delivered a highly resilient network and high throughput connectivity between interfaces, with an assurance of delivering the complete SAP environment, not just infrastructure.



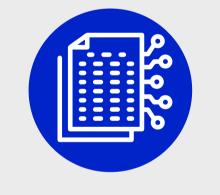
High Service Level Agreements (SLA) are an important component of the IT infrastructure. Cloud4C made SLA enhancements for the customer which in turn enabled the overall enhancement of the infrastructure and SAP landscape.

#### Capex to Opex conversion with predictive monthly billing



Cloud4C helped the customer in eradicating the need of huge upfront investments and enabled predictive monthly billing.

### In-country hosting within KSA as per local data regulations



Our Cloud POD in KSA ensured that all data was hosted as per and complied with local regulations.

#### **Enhanced connectivity**



Data from **126+** branches was onboarded on to a central ERP, giving higher visibility and seamless access to business teams.

#### **Cost Efficient DR solution**



There's no one-size-fits-all approach when it comes to selecting a DR solution and assigning a TCO to it. The client was therefore looking for an expert to guide them through the process and provide a modern and cost effective DR on demand with total ownership on RPO and RTO. Cloud4C delivered on this requirement.

#### Managed Services Support for Business Continuity



Maintaining business continuity through smooth functioning of ERP systems and processes was essential during the migration. This required regular monitoring and management support for all mission critical systems and assets through a managed services approach.

# **Key Accelerators**

**Cloud4C's SAP** capabilities in migration from HP UNIX to x86 platform

Local hosting in KSA to meet the data residency guidelines

**CoE-based model** for complete end to end ownership till SAP basis

**Proactive monitoring** for risk mitigation and seamless operations

# Results



Seamless migration to x86 Platform



Near zero data loss with DC & DR setup



DR Setup in Azure – Hybrid Cloud & Geo Replication of Data



Flexibility and agility in business operations



Single SLA till App layer



Lower TCO

24x7x365 Managed services

# Words that encourage our extra mile of effort

Cloud4C has been a true technology partner for us, facilitating our ongoing digital transformation and infrastructure modernization journey. The team understood our requirement and offered us apt solutions with implementation within the stringent timelines. The team's technical know-how and focus is commendable and they are a trustworthy partner.