

Saudi Arabia's Leading Hospitality Company Embraces the Cloud for an Impressive Digital Transformation

The Hospitality leader unlocks fail-proof transformation of their mission-critical SAP workloads on AWS Cloud

About the Customer

The company is a leader in the development and management of luxury hospitality, premium retail, and mixed-use commercial and residential properties in Saudi Arabia. They own and manage a portfolio of high-value properties, including hotels, resorts, offices, retail operations, and more across the region. As one of the top 100 companies in the Kingdom of Saudi Arabia and among the top 3 hospitality brands, the firm is integral to the Kingdom’s vision to boost tourism in the region. It is a benchmark for luxury, innovation, design, and commercial success.

The Challenge

- ◆ The company's complex data center driven on-premise IT infrastructure.
- ◆ It was unable to meet the high demands of its fast-growing business since it lacked scalability and the ability to support innovation.
- ◆ Response times had significantly slowed down. There were repeated downtime periods that affected employee productivity and customer experience.
- ◆ Needed an agile, highly scalable, and cost-effective cloud framework built on their SAP HEC platform.
- ◆ An experienced partner to seamlessly migrate and manage the SAP environment under a single SLA up to the application login layer for complete security and uninterrupted business continuity.

The Solution

Cloud4C conducted an in-depth assessment of the client's on-premises data center and suggested migrating to the SAP on AWS cloud to host and manage their infrastructure, applications, and data. SAP S/4HANA is an ERP business suite based on the SAP HANA in-memory database that allows companies to perform transactions and analyze business data in real-time.

SAP HANA (high-performance analytic appliance) is an application that uses in-memory database technology that allows the processing of massive amounts of real-time data in a short time. The in-memory computing engine allows HANA to process data stored in RAM instead of reading it from a disk. This allows the application to provide instantaneous results from customer transactions and data analyses.

Seamless migration



We successfully migrated the customer's IT workloads to SAP community cloud benchmarked with S/4HANA instances for mission-critical applications. Cloud4C team provided end-to-end managed services and delivered the project under a single SLA.

The new, robust solution enabled the provisioning of existing SAP services on certified SAP instances on AWS that integrate Networking, Monitoring, Security, Backup, High Availability, and Disaster Recovery functions.

Secure and Scalable



We provided basis-level support for all SAP workloads including, SAP-certified storage and compute, data and network security tools, advanced monitoring, next-generation firewalls, etc.

Task automation and intelligent workflow management capabilities are built with AWS native cloud tools and managed by Cloud4C.

Cost-efficient



We successfully reduced the infrastructure and operations costs significantly by enabling better resolution at the L1 layer with better tools and access. Our highly scalable solution has the industry's best RPO/ RTO for SAP Certified instances as per SAP Benchmarks for integrated monitoring, backup, and HA/DR functions as applicable, further saving personnel and maintenance costs.

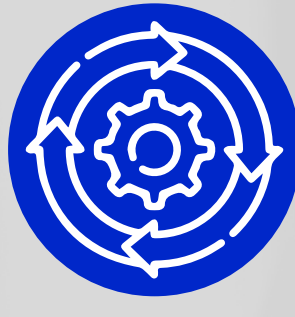
Key Accelerators



Cloud4C’s Cloud Adoption framework is a proven methodology to create and implement the business strategies to enable a smooth and seamless migration of infrastructure, application, and data to the cloud. Our Cloud architects and experts guided key decisions through every stage of cloud adoption, establishing operations on the cloud, and managing their mission-critical workloads.



Cloud4C’s SAP Migration factory approach provides the framework for organizations to attain digital transformation, achieve total security and compliance, ensure business continuity, and manage services up to SAP basis support powered by AIOps. As an SAP ERP-specific Cloud Adoption Framework, it is benchmarked against SAP metrics on a multi-cloud platform for an automated approach to the migration with the best tools and industry practices.



End-to-end SAP on AWS migration and management for growth as per business goals



Cloud4C managed services with frameworks as per ITIL, ITSM, COBIT, Six Sigma, PMI, SSR, etc.



With AWS CloudEndure, Cloud4C ensured minimal disruption to customers during workload migration to AWS while significantly reducing costs. It provides scalable, cost-effective business continuity for cloud servers while protecting your most critical databases.

The Results



Cost-saving

30 - 50% reduction in costs with Zero-friction SAP on AWS migration.



Speed and agility

Cloud4C helped streamline the workflows to eliminate inefficiencies and reduce costs.



Total compliance

We also covered the client's entire compliance requirements, along with their business continuity and disaster recovery tools.



Greater efficiency

24x7 hour operation and maintenance for uninterrupted business continuity with stringent RTO/ RPO



High availability

99.99% uptime and high availability of applications