# Transforming Digital Landscape for A Leading UK Based Confectionery Manufacturer

## Seamless SAP Application Migration and Upgrade to AWS

## Overview

As part of digital transformation journey, the customer had set direction to migrate their systems to public cloud (AWS). The customer has multiple SAP applications which are used region wise.

The UK systems were in older versions of operating system (OS) and database (DB) which required upgrade along with the applications. These systems are integrated with multiple non-SAP systems both internal and external to the customer.

## Client Background and Challenge

The customer is world's second largest biscuit manufacturer. The company has 34 factories in 13 countries and its products reach approximately 4 billion people worldwide in 120 countries across Europe, the Middle East, Africa, Asia, and the Americas. The customer was facing below challenges around:

- Unicode conversion, EhP4 to EhP8 and AWS cloud migration – all in one go not recommended by SAP.

- Lift and shift method cannot be adopted for migration where either the application version or the OS version or the DB version has changed in the migration.

- Impact of upgraded SAP version with multiple non-SAP systems that are connected.

- Highly trained operations team that can provide business hours support and ensure service availability for the applications.

## Scope of Work

- Migrate SAP applications to AWS.

- Convert the non-Unicode database into Unicode database wherever required.

- Upgrade OS and DB to the relevant levels.

- Upgrade the SAP applications to the latest versions.

- Code remediation.

- Re-establish the integrations with other non-SAP systems.

- Functional and technical testing, and defect fixing.

- Infrastructure management through managed service provider (MSP) offering

## Our Approach and Solution

Architecting AWS for SAP workloads, and non-SAP workloads.

Assess current environments and develop a migration plan for each application with solution validation from AWS partner architects.

Perform SAP application migration combining Unicode conversation and upgrade as part of cloud transformation.

Downtime optimization to meet the business expectation for 4.5 TB of UK SAP ERP instance.

Usage of CloudEndure tool for lift and shift of S/4 HANA, purchase order (PO) applications.

Increased operational efficiency with standard provisioning practices.

8*5 weekdays and rotational on call for non-business hours and weekend comprising service delivery manager and cloud operations specialists.
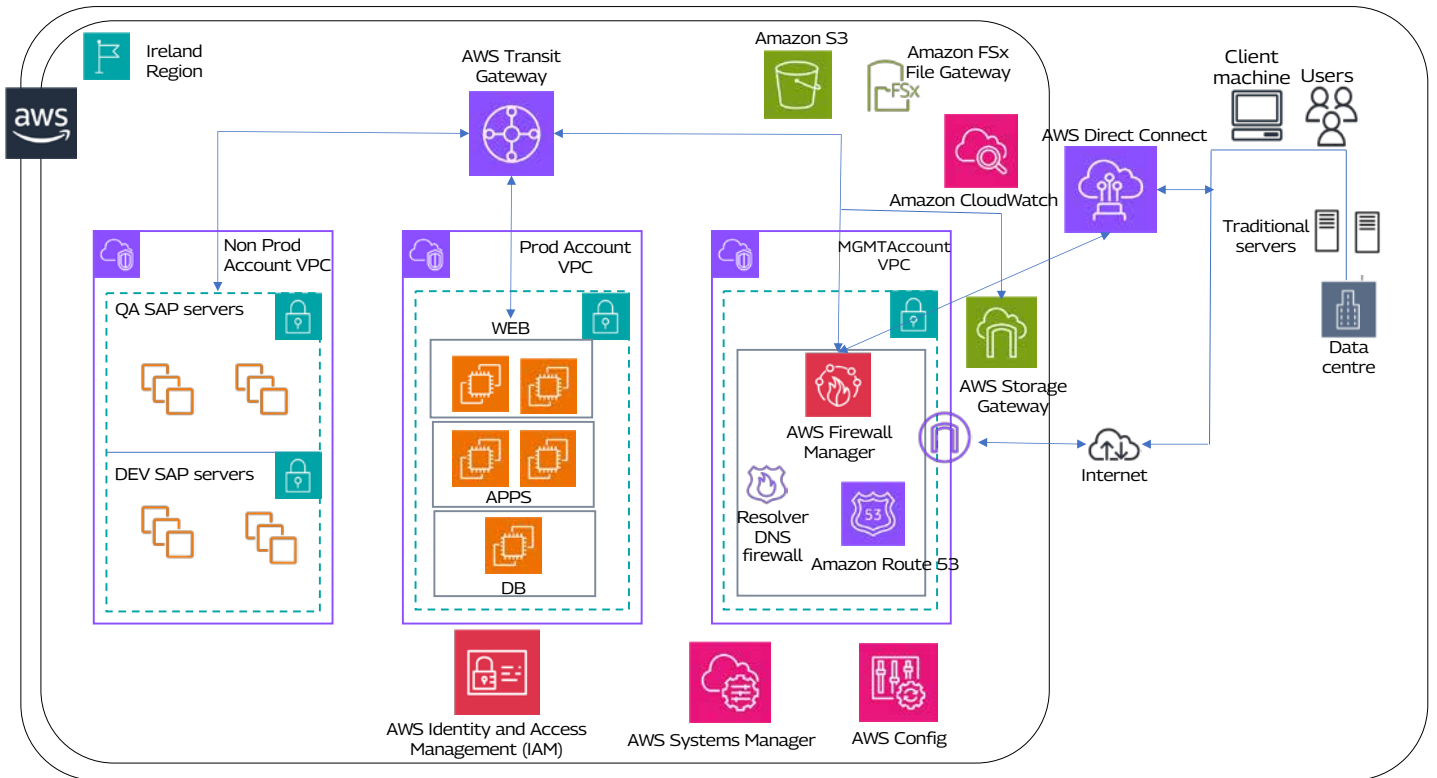
*Figure 1: Infrastructure Architecture*

The above infrastructure architecture highly shows secure virtual private cloud (VPC) and subnets in a single AWS region, facilitating production and non-production environments leveraging AWS direct connect for on-premises infrastructure integration.

The following was our approach to the implementation:

- Tech Mahindra's AWS managed services BAU team offers business hours support for monitoring and managing the AWS-hosted infrastructure.

- Support encompasses incident and problem management through ticketing, change request processing, capacity optimization, troubleshooting, and resolution of infrastructure issues.

- Service levels are categorized based on priority, with corresponding response and resolution times.

- Monthly status calls between key managers from both parties ensure effective communication and escalation of any issues while planning for the following week.

- Monthly and quarterly status review meetings encompass standard reports consisting of SLA metrics, action plan reviews, challenges, and constraints,

- Application metrics and threshold details are captured for proactive issue detection.

- Automated alerts and notifications to get real time monitoring.

- Regular audit and security log reviews and analysis for timely detection of security incidents, policy violation or any follow-up response actions.

# Business and Community Impact

Migrated system are Unicode compatible, on latest OS and DB versions and the applications are in its latest version

Enabled 100% remote delivery

Infrastructure effectively uses AWS auto scaling capabilities.

Enabled near zero downtime

100% flexible and scalable environment-based utilization

Ensured agile delivery

Highly resilient infrastructure to failures.

Established standardized process

Achieved scalable cloud platform

Reduced cost on data collation (DC) spends

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