TE Connectivity

Kicking off an internal transformation for ultra-reliable IT services on a global scale

Overview

The need
As TE Connectivity expanded, it needed a highly scalable, reliable, and flexible environment to ensure reliable service delivery to its customers.

The solution
TE Connectivity worked with The IBM® Migration Factory and SAP to migrate its SAP application suite to IBM DB2® databases and virtualized IBM Power Systems™ servers, transforming its IT service capabilities.

The benefit
Anytime access to SAP applications better equips employees to deliver exceptional customer service. Data storage volumes have been cut by 65 percent, and the company gains a more robust disaster recovery solution.

TE Connectivity is a USD14 billion global technology leader. Its connectivity and sensor solutions are essential in today's increasingly connected world. It collaborates with engineers to transform their concepts into creations – redefining what's possible using intelligent, efficient and high-performing TE products and solutions proven in harsh environments. The company's 80,000 people, including 7,500 design engineers, partner with customers in over 150 countries across a wide range of industries. TE Connectivity believes EVERY CONNECTION COUNTS.

Managing the challenges of global IT delivery

With a global customer base, TE Connectivity operates 24/7, relying on a suite of SAP applications including SAP Business Suite, SAP Advanced Planning and Optimization, SAP Enterprise Portal and SAP Business Warehouse to manage its business processes.

Lorin Phillips, Manager ERP Systems at TE Connectivity, explains: "Some of our largest customers rely on us to keep to just-in-time delivery schedules, and we absolutely cannot afford downtime to the SAP ERP environment at the core of our production processes.

Finding the right combination for success. "For now, the highly flexible and stable combination of DB2, AIX and Power Systems is helping us respond quickly to our rapidly changing business," says Lorin Phillips, Manager ERP Systems at TE Connectivity.

Solution components

Software

- IBM® DB2® for Linux, UNIX and Windows
- IBM PowerHA®
- IBM PowerVM®

Hardware

- IBM Power® 795
- IBM Power 730 Express

Services

- IBM Global Business Services® – The IBM Migration Factory

Applications

- SAP Advanced Planning and Optimization
- SAP Business Suite
- SAP Business Warehouse
- SAP Enterprise Portal

"We run more than 98 percent of all our financial transactions and over 60 percent of our manufacturing transactions through SAP. In other words, if our employees cannot connect to the SAP applications, we are in trouble. Ensuring non-stop availability for 90,000 employees is no small task, and when we reviewed our infrastructure we saw definite room for improvement."

TE Connectivity's existing IT system was at the limits of its capacity, and there was limited scope to introduce new services, workloads or applications. Knowing that it was time to modernize its IT infrastructure, TE Connectivity looked for a new platform that would provide capabilities for high availability, deliver full disaster recovery, and offer scalability for growth.

Making big changes, keeping risk low

TE Connectivity replaced the existing platform supporting its SAP application suite with the proven combination of IBM DB2 software running on virtualized IBM Power Systems servers.

"As part of our selection process for the Power servers, we spoke to a number of customers that had already made the move and reported great results," says Phillips. "We initially planned to stop at the server refresh, but it was these same customers who persuaded us that the additional step of adopting IBM DB2 would be the best move for our business. Choosing DB2 would allow us to streamline configuration and management of our database environment, and enable faster delivery on release cycles."

As part of the move, TE Connectivity needed to migrate 70 SAP instances, 200 TB and more than 50 application servers, plus its entire disaster recovery environment to the IBM platform. To achieve these goals with minimal impact on the business, TE Connectivity looked to the Migration Factory experts at IBM Global Business Services and the SAP Near Zero Downtime Team for assistance.

"IBM Migration Factory played a critical role in achieving a smooth, low-risk migration," comments Phillips. "IBM supported the migration of almost all of our SAP environment. By conducting mock migrations, stress testing and system configuration reviews, IBM helped us mitigate the risk of the move and meet our goal of a 30-hour downtime window. IBM was with us every step of the way, supplying whatever we needed to ensure a successful outcome."

To address the business continuity challenges, TE Connectivity configured the solution for high availability with IBM PowerHA® software, clustering servers at the company's primary location, with data replicated to an off-site disaster recovery location.

"The highly flexible and stable combination of IBM DB2, AIX and Power Systems is helping us respond quickly to our rapidly changing business."

—Lorin Phillips, Manager ERP Systems, TE Connectivity

Boosting efficiency

The IBM solution has transformed business availability and disaster recovery capabilities for TE Connectivity, enabling high availability to critical SAP systems even during maintenance, combined with the confidence of full disaster recovery.

Phillips elaborates: "We are able to complete essential system maintenance without interrupting access to the SAP solutions by shifting workloads from one virtual environment to another. The advanced virtualization capabilities of the IBM platform enables TE Connectivity to manage its SAP ERP applications easily, and without the cost and expense of investing in duplicated physical systems.

"Using virtual servers, we are able to set up test systems on the IBM platform in days rather than months, and we can be more agile, innovative and flexible, testing new initiatives more thoroughly before rolling them out.

"Similarly, with the former system there were always issues with disaster recovery tests, which were time-consuming and unreliable, typically taking many hours to achieve complete recovery. The IBM solution enables us to run tests whenever we want and know that we can recover our SAP systems from disaster within our committed recovery time objective (RTO)."

Alongside the availability and disaster recovery advantages, deploying the solution has introduced performance improvements and efficiencies at TE Connectivity, as Phillips explains: "We have had outstanding results with DB2 compression, cutting our storage requirements by 100 TB, around 65 percent, allowing TE Connectivity to rein back the costs of physical storage devices. We also enhanced backup performance by 30 percent and batch processing by 300 percent, ensuring that behind-the-scenes processes do not impact on the business."

With a platform designed to accommodate growth, TE Connectivity is looking to the future. Phillips concludes: "We are already investigating ways to extend the solution, and are currently running a proof of concept around bringing DB2 with BLU Acceleration to drive lightning-fast analytics at TE Connectivity. For now, the highly flexible and stable combination of DB2 and Power Systems is helping us respond quickly to our rapidly changing business."

For more information

To learn more about IBM Information Management solutions, contact your IBM representative or IBM Business Partner, or visit the following website: **ibm.com**/db2

To learn more about the IBM and SAP alliance, please visit: **ibm.com**/sap

To learn more about TE Connectivity, please visit: www.te.com

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