



Business challenge

With only B2B customers such as OEMs and alliances with more than 20 renowned global companies, IT team faced a huge challenge: creating a single access sourcing point and business need to ensure that the supply chain is streamlined and effective with no downtime.

Transformation

Currently the Primary Data Centre is collocated with Sify Technologies Ltd, Noida. There was a profound need for the IT team to ensure that the OEM’s production lines were up and running as the products delivered are on JIT basis. Any deviations or downtime had a huge impact on the cost as the customers would charge back if there is a delay in the supply. “Having so many customers, we must ensure delivery within a specific window model. Normally, the DR structure is planned for natural calamity, but we opted for DR because we wanted to ensure customer satisfaction is of prime importance. So went for cloud-based DR solution as a precautionary measure. If, for some reason, our primary DC site is not up and running for more than 90 minutes, we will move to cloud-based DR. This is because of team our requirements to send the goods to feed production lines,” says V Ranganathan Iyer, CIO, JBM Group.

Results

Always on enterprise

driven by DR on cloud

IT optimization

due to as-a-service delivery model

Technology compliance

improves stakeholders’ confidence

JBM Group

DR On Cloud Spelt Big Savings For JBM

JBM Group, a US\$2.2 billion global Indian conglomerate, has over 3 decades of excellence in driving product innovation and value across automotive, buses, electric vehicles, EV charging infrastructure, renewable energy, engineering and design services and railway sectors. With modest beginnings in the early 80s, JBM has leapfrogged multi-fold with an infrastructure of 60 manufacturing plants, 5 engineering and design centres in over 10 countries globally today.

“The uniqueness of the project was that, there were no reference customers, internal resources too did not have any prior exposure to DR and we had to entirely depend on the technology provider, servicer provider were also deploying one of this kind in India for the first time.”

DR on Cloud Implementation

The whole of DR will be on a cloud service model. The team's agenda was to have 100% of time. "One of our objectives of having a cloud based model was to provide a sustained tool for business transactions," says Lalit Kaushik, Deputy General Manager-IT, JBM Group. There was a profound need for the IT team to ensure that the OEM's production lines were up and running "We listed out various issues and points for action. As part of the cloud service offering, IBM had to procure the hardware, including service, networking equipment, security equipment including storage," points Kaushik.

This hardware will be used for multiple customers and a minimum configuration is committed where DR is not invoked. Maximum configuration is committed when DR is invoked. "The entire data centre, SAP application software, security arrangements along with back-up will be IBM's responsibility and the service provider will install the application software and data guard to enable DR," says Kaushik. According to Iyer, JBM will be responsible for providing all non AIX operating system, all application software including back up software and licenses including the data guard. During the implementation process, the IT team decided to provide access to DC in a controlled

fashion, while also providing the media for back-up. A P2P link for logs replication was provided and one MPLS link for users to access DR.

The entire cloud model was implemented in five weeks.

Modus Operandi of Cloud DR

The DR site would also have BCP for SAP ERP, BIW and Business Objects of only productive systems on the cloud. DR Site is at IBM Data Centre in Bangalore. JBM has one firewall to control the network. Almost 6 terabyte of data is stored on the DR site.

As part of the SLA, irrespective of whether disaster strikes or not, the DR drill is a must for 8 hours in a year; normally, the DR cloud is used for data access twice a year. As part of the DR exercise, the RPO and RTO activities are also carried out.

"During this drill, we will assume that the DC is down and we will switch off the DR. End users will not be informed about this in advance. The service provider is responsible for bringing back the DC. The basic understanding between the supplier and us is that no other SAP production instances will be put on this machine to ensure access," says Iyer.

"We also ensure that the customers in the DR server are not from the same region. This is to observe if

customers from other regions are able to access the data from the cloud DR site. It will ensure the availability of hardware resources when DR is invoked. The purpose of such requirements is with regard to the understanding we have with the service provider that it will charge us for minimum capacity from a compute aspect; this clause will help us get the desired resources," says Kaushik.

Payback

Being a public limited company, compliance needs had been met with this technological deployment. Stakeholders' confidence has improved.

The tangible benefit is that the business development team will be able to ensure business sustenance to the customers against any disaster. Besides, cash outflow is reduced as the payment is on a quarterly basis.

The IT benefits are factored around cost saving, as no internal DR expert is required to manage it.

Maintenance is with IBM, so the hassle of logging calls for outages reduces the workload. As the drill is also planned for twice a year, the responsibility of the internal team is reduced.

Solution components

[Disaster Recovery Services](#)

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