



# 24x7 Critical Datacenter Operations

## Highlights

- Achieved 80% virtualization of IT infra and paved the way for migration to private cloud.
- Migrated Physical DR onto IBM SmartCloud.
- Reduced RTO and RPO
- Implemented all changes in CR Requisition system as per ITIL Standards
- Achieved 99.99% IT Infra uptime SLA
- Facilitated complete backup of all critical servers with capacity of approx 450 TB of monthly data.
- Played critical role in implementation of ISO 27001 certifications

## The Client:

India's No.1 Company in automobiles industry and the leading two wheeler manufacturer. SAP ERP,VMware and Oracle are the main technologies drivers in the client's IT ecosystem.

## The Challenges:

Our customer, wanted us to provide support starting right from Solution designing, Implementation, configuration, fine tuning and thereafter provide 24x7 Steady State Support which could cater to all the needs of an organization spanning 1000 servers spread across 3 DataCenters in North India and one DR Site on IBM SmartCloud. They wanted us to support critical production application and servers starting from OS (AIX, Windows, HPUX), Network, VMware, IBMTSM, SAP, Oracle database, Messaging and DR. The solution was to ensure a no single point of failure and automation of IT infrastructure monitoring system.

DCM SMEs and Solution Architects designed and implemented the complete solution on a turnkey basis.

The other challenge was to deliver the complete project based on a hybrid model of onsite and remote support, for this our PMO (Project Management Office) served as the central nodal point for designing, planning, delivery, Customer liaising and all project monitoring activities.

We also had to liaison with different teams of customer and stake owners from IT infra (Systems, OS, Storage, Network, Security, IBM TSM, SAP, Oracle, VMware and Messaging), business and compliance departments. The expectation from us was high and there was high pressure to meet industry bestpractices within stringent timelines.

## Suggested Solution:

DCM DataSystems solution architects reviewed the client's existing IT Infrastructure and thoroughly planned the cost effective, secure and robust steady state system.

Implemented HACMP cluster for AIX systems, VIO for virtualization of server resources and NIM for faster upgrades and new builds. We used VMware stack to virtualize 80% of the client's IT infrastructure and provided seamless high availability and elasticity of IT infra. This helped in substantially cutting down the time needed for new builds, application deployments and decreased footprint of physical servers, hence direct cost benefits in terms of energy and space consumption.

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Implemented various IT infra monitoring and management tools like Oracle OEM, Zenoss, Perpetuity and IBM IEM for automating the monitoring and management of servers and help in faster problem identification, resolution and RCA.

Implemented IBM TSM for backing up 450TB of data on to Disk and Tape library Storage. Also implemented IBM Flash copy technology for speedy data backup over the SAN environment.

Migrated the complete Physical DR comprising of SAP application and Oracle database systems on to IBM Smartcloud using IBM TSM and Oracle ODG for data migration and archive log replication over the WAN network.

Our 24x7 steady state support helped customer achieve their business goals and meet targets. Our engineers work round the clock so that customer has a complete peace of mind.

## The Benefits:

DCM implemented the solution which was economical for the client. This solution Increased performance and provided a stable and secured cluster environment and helped reduce downtime for the client. Our design and solution helped client to achieve the higher returns on their investments.