Cloud4C migrates mission critical SAP workloads to AWS for KPN Corp, a very large multi-brand leader in Indonesia

Zero-friction cloud migration resulted in 30% TCO reduction, 99.5% uptime, and increased ROI with maximum operational continuity.

About the Client

Offices in **Jakarta, Singapore, Vietnam, Sri Lanka, and Mauritius**

Global employee base of over **40,000+**

KPN Corp is a leading Indonesian entity operating in several sectors: agriculture, cement and building materials, property, toll road infrastructure, and international trade. It provides environmentally sustainable solutions to achieve responsible progress and development. Furthermore, KPN empowers its consumers on a global scale through government collaborations to foster community-building services.

Introduction

KPN Corp manages oil palm plantations and distributes cement across Indonesia, in addition to engaging in toll road infrastructure and international trade in niche markets and handling property development across various continents. It has a multi-pronged approach to cater to its global consumers. This requires advanced IT infrastructure to enhance its up-scaling efforts. End-to-end robust IT management is a priority in order to transition from manual workloads to the cloud system.

Cloud4C and AWS conducted a comprehensive cloud assessment to migrate the KPN's SAP workloads to AWS Cloud seamlessly. As a result, several IT tools were rapidly redesigned through tailored AWS architecture to optimize operational costs based on this assessment.

The Challenge

Inefficient SAP host infrastructure with frequent interruption and downtime issues

KPN Corp had a complicated SAP-based ERP system that was not flexible. In addition, this provided resistance to scaling efforts due to its non-agile nature. This impacted vital parameters such as uptime and operational costs.

Necessity of agile platform for hosting SAP workloads
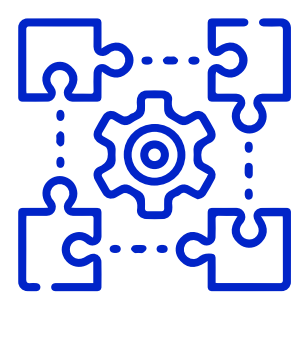
The model for running SAP applications was unsustainable for an entity with global footprint. It was complex to maintain and caused business disruptions. The need was for a versatile workload balancing capabilities that could be deployed at a larger scale with low latency.

Global and local compliance need with enterprise grade security

KPN Corp had risk analysis frameworks in place that needed to be more robust to be effective. Also, Since KPN is going to be a public listed company soon, they needed to have SAP Security and compliance controls rightly incorporated into their architecture. Compliance certifications were also required. Stakeholders needed to be equipped with monitoring tools to mitigate security risks. Without enhanced security and compliance controls, breaches would be challenging to address, thus inadvertently affecting brand image and reputation.

Needed a technology partner who can support end-to-end infrastructure needs

KPN Corp required a comprehensive revitalization of their SAP-based services. These included designing, migrating, building, running, and operating SAP Basis technical layer, right up to the single SLA and App Login layer. Optimizing and managing each of these processes was a priority along with merging multiple workloads from multiple verticals.

Migration of critical workloads within strict timelines

Manual efforts were affecting processing timelines and customer assistance backup. Migrating to a cloud system would maximize productivity while also reducing IT expenditure.

The Solution

Cloud4C migrated existing GIS and SAP workloads from Alibaba Cloud to AWS Cloud for ease of maintenance and cross-functionality. This process was based on a comprehensive cloud assessment and overall of IT infrastructure. While redesigning the entire IT architecture on AWS Cloud, we prioritized hyper agility, scalability, and data security. In addition, we assisted KPN in the transition to an optimized and intelligent workflow management system with task automation using AWS native cloud tools. Our AWS migration delivery resulted in a 30% TCO reduction, 99.5% uptime, and increased ROI with maximum operational continuity. Overall, elasticity, innovation, efficiency, and security were achieved on all fronts.

Provisioning of certified SAP services on AWS

With the integration of network, monitoring, security, disaster recovery, and backup, KPN teams could achieve faster timelines, scalable infrastructure as per data requirements, reduced cost based on a pay-per-resource model, and a higher level of availability. Quicker deployment of new features and updates was accomplished.

Industry-preferred RPO/RTO

We abided by SAP benchmarks with integrated monitoring, backup, and HA/DR to achieve highly scalable solutions. These supported point-in-time recovery at low costs, thus enhancing fault tolerance and reducing redundancies with zero detrimental impact on the business.

Increasing resolution at L1 Layer

By optimizing logistical support available at Tier 1, the time taken to resolve fundamental customer issues and meet service desk requests was significantly reduced. This contributed to lowering infrastructural costs. Customer satisfaction also improved as the processing time was reduced to half either by resolving the issues at the L1 layer itself or swiftly escalating to L2 if required.

Basis management for SAP

Cloud4C employed a managed services approach to monitor the efficacy of SAP applications. This reduced unexpected disruptions to realize new layers of functionality that were synchronized with the KPN's business goals. This effective basis management led them to advanced agility and performance enhancement.
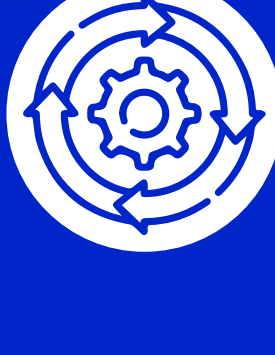
Key Accelerators

- **AWS Cloud Assessment and POC** established the launchpad for deploying relevant cloud solutions.
- **SAP Migration factory** streamlined the migration journey from manual processes to the cloud.
- **End-to-end SAP on AWS migration consulting** delivered business-aligned growth focused on minimizing costs and enhancing scalability.
- **Solutions based on industry standards** such as TIL, ITSM, COBIT, Six Sigma, PMI, and SSR aligned the IT infrastructure with a focus on consistency.
- **AWS Cloud Endure** ensured minimal disruption to customer experience during the migration journey.

Results

30% to **50%** reduction in IT expenses due to cost optimization efforts	Up to **50%** reduction in resolution processing time	**Minimal** downtime, thus ensuring fewer business interruptions and consequently, increased revenues with enhanced brand reputation	Up to **50%** decrease in IT overhead expenditure to maximize productivity and efficiency	**Timely** backup for customer assistance related to compliance and BCDR needs

Testimonial

"Cloud4C delivered innovative cloud solutions that not only reduced our manual workloads but also optimized our operational costs and processing time. Their proficiency and creativity in the cloud domain within lean timelines is impressive. Our partnership with them has transformed the manner in which we perceive digital transformation and cloud competency."

Taufik Darwis, CIO - KPN Corp.