



CASE STUDY

IDC & Managed Hosting

August 21, 2013

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Netmagic helps pharmaceutical giant outsource and integrate SAP deployment for their acquired entities in India

BUSINESS Challenges

The healthcare company had recently acquired a pharmaceutical company with complementary products and global market presence and a generic drugs manufacturer. These acquisitions meant that the client's IT infrastructure needed to expand to accommodate and integrate a combined SAP user base of about 600 users and manage a 2.5x jump in transaction volumes from previous levels with provisions to grow further in future.

Since it would have been prohibitively expensive and unfeasible for the client to invest the extra CapEx and manage the increased IT overhead, they decided to take the help of an external service provider who could integrate the IT environments of the acquired companies. Netmagic, in collaboration with an IT services company, was selected through a highly competitive RFP bid process.

VALUE Proposition

One of the differentiators for Netmagic was that it was the first SAP certified datacenter service provider in India and had the infrastructure and processes to support mission-critical SAP environment deployments. This was important for the client since they had to simultaneously outsource their IT infrastructure and accommodate a significant expansion of their SAP environment in the wake of two large acquisitions.

Netmagic provides a comprehensive basket of services for IT infrastructure management. For the client, this meant that as their business grew either through acquisitions or organically, their IT infrastructure could too seamlessly scale up.

In IDC and managed hosting, the Netmagic offerings included collocation services; dedicated hosting; bandwidth services; managed backup and storage; managed load balancing; and firewall services. In infrastructure management, the Netmagic InfraManage solution covered administration, operations and management of IT infrastructure.

One of the strongest reasons that clients chose Netmagic was the fact that Netmagic offered a depth of capability and expertise well beyond the contracted requirements. This means that when the client needs to scale up their business, they could easily do so without their IT infrastructure and its management becoming a constraint.

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KEY Takeaways

The solutions provided by Netmagic have been in production for over 2 years now. The SAP environment is stable across the enhanced user community and increased data transaction volume. From an IT perspective, the client's large acquisitions are well and truly integrated with seamless flow of information and workloads from planning through production and monitoring.

CLIENT



The client is a global diversified healthcare company devoted to the discovery, development, manufacture and marketing of pharmaceutical, diagnostic, nutritional and hospital products and has marketing and distribution facilities across the world.

INDUSTRY



Healthcare

BUSINESS CASE



The client had recently made some acquisitions and needed to integrate the SAP of the acquired companies with its own SAP environment. After the acquisitions, integrating the SAP environments of the acquired companies with its own SAP environment became a difficult but crucial task. Not wanting to do this on their own, the healthcare company decided to take the help of an external service provider. Netmagic, in collaboration with a large IT services provider, was selected for the task.

SOLUTIONS SNAPSHOT



- ▶ IDC & Managed Hosting - Dedicated HP-UX Server, Dedicated Switch, Firewall, Router, Bandwidth,
- ▶ HP Unix OS Management
- ▶ Managed Dedicated SAN
- ▶ Backup using CA Arcserve tool
- ▶ Monitoring for Oracle database

KEY BENEFITS



- ▶ Netmagic being the first SAP certified hosting service provider in India provided a single window support for this SAP deployment along with the customer's SAP implementation partner thus simplifying the challenges that are faced during the deployment process.
- ▶ A shift from CapEx to OpEx model resulted in financial benefit and approximately 30% saving on long-term IT costs
- ▶ 24x7 availability and monitoring of IT infrastructure to enable proactive significantly reduced disruptions to operations



About Netmagic Solutions (An NTT Communications Company)

Netmagic, an NTT Communications company, is India's only [Datacenter Infrastructure Lifecycle Management \(DILM\) Service Provider](#). The company delivers services to Plan, Design, Manage, Support and Migrate IT Infrastructure running mission critical applications for over 1200 enterprises across the globe.

Netmagic has been a pioneer in the Indian IT Infrastructure-as-a-Service space and amongst the first to bring to market several services including [Public Cloud](#) (SimpliCloud), [Hybrid Cloud](#), [Managed Security](#), [DR-as-a-Service](#) and [Cloud Object Storage](#) (SimpliDrive).

Netmagic delivers services from 8 carrier-neutral, state-of-the-art datacenters located in Mumbai, Bengaluru, Noida (Delhi-NCR) and Chennai.

Netmagic Solutions is ISO 27001, ISO 9001:2008, ISO 20000-1 and SAP (Data center and Cloud Hosting) certified and its processes are designed as per the ITIL framework.

As part of the NTT Communications group, it also has access to leading global tier-1 IP network, Arcstar Universal One™ VPN network reaching 196 countries/regions, and over 150 secure data centers.

For more information, log on to www.netmagicsolutions.com

About NTT Communications Corporation

NTT Communications provides consultancy, architecture, security and cloud services to optimize the information and communications technology (ICT) environments of enterprises. These offerings are backed by the company's worldwide infrastructure, including leading global tier-1 IP network, Arcstar Universal One™ VPN network reaching 196 countries/regions, and over 150 secure data centers. NTT Communications' solutions leverage the global resources of NTT Group companies including Dimension Data, NTT DOCOMO and NTT DATA