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Growing with values

IT TRANSFORMATION JOURNEY ENABLES NEW INITIATIVES AND INNOVATIONS

Indian sweets and *namkeen* (savouries) brand Bikanervala gets a technology makeover with Dell VxRail HCI solution implemented by Arrow PC Network.

Bikanervala Foods, an India-based conglomerate has been expanding rapidly into the food and sweets business for over six decades. Popular for their eateries, delicious desserts and spicy *namkeen* across the world, the traditional Indian sweet makers have transformed their products with the help of advanced technology into a full-fledged processing food industry.

Global Expansion & IT Challenges

Bikanervala today has over 55 mega outlets in India, UAE, New-Zealand, and Nepal. Their quality products and the innovative blending of heritage and traditional expertise with modern technology is making inroads into the global market.

The food conglomerate forayed into hospitality with Bikanervala Boutique Hotel situated at Banjara Hills in Hyderabad. With more outlets mushrooming in and out of India for its traditional sweets, and the company diversifying into a new segment; IT systems at Bikanervala needed to be scalable and agile for quick customer service and high availability.

The dated IT systems at Bikanervala weren't able to keep up with the pace of its business growth. A detailed analysis by the CIO at Bikanervala and his team in 2018 revealed a series of challenges with the existing IT infrastructure.

Workloads at Bikanervala were segregated on servers and there was minimal or no consolidation. The company faced inefficient resource utilization and lacked a BCP. Additionally, a lack of high availability and redundancy in business-critical applications was identified.

The mobile app by Bikanervala was launched in 2017. The advent of food delivery aggregators meant that business was growing faster than before. This indicated that the backend systems to process orders through mobile apps had to be foolproof and available at all times to ensure customer satisfaction and maintain brand loyalty.

Need for Refresh

Bikanervala Foods had a multi-vendor IT infrastructure that included key application in SAP, NAV(Microsoft Dynamics), Multiple ERP App and infrastructure deployed on dated IT hardware. There

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MANOJ ARYA,
AGM-IT, Bikanervala

was a need for virtualization to help the company scale rapidly and reduce costs.

At the company's Delhi HQ, applications were running on NAV, Windows and the database was across MS SQL, SQL – and this was intended to continue.

"We wanted the latest technology to support Bikanervala's applications and importantly all the applications should be available 24x7x365 – with no downtime and no single point of failure," says Manoj Arya, AGM - IT, Bikanervala Foods. Furthermore, the company wanted a single window of support rather than multiple vendors.

The Delhi-based Arrow PC Network team had multiple discussions and conducted workshops with IT teams of Bikanervala to understand requirements for supporting business applications.

"The key business challenge at the customer end was outdated hardware and legacy technology. "The de-centralised location made it difficult to integrate all the information and data from across

" The Dell EMC VxRAIL HCI solution has no single point of failure, which is important in today's digitally connected world and online-native customers."

GURPREET SINGH BHATIA
Managing Director, Arrow PC Network

their IT systems in head office and its branches across the globe," mentions Gurpreet Singh Bhatia, MD, Arrow PC Network. Resource management was a

challenge for the existing IT infrastructure at Bikanervala. Arrow PC Network, a Titanium partner with Dell Technologies, understood and analysed the challenges to suggest a suitable solution. There were multiple physical servers running Windows 2008 and 2012 as well as SQL Server and SQL. The infrastructure was quite old and expensive to manage on an ongoing basis. Moreover, all critical workloads had a single point of failure.

It was imperative for the company to revamp its IT infrastructure. High availability had to be built at all levels and the proposed solution had to be scalable, cost effective and supportive of future applications. "We work together with our customers to deliver and deploy highly sophisticated IT infrastructure in order to reduce complexities and increase value in the business," says Gurpreet.

Why Modernize on Vxrail?

Dell Hyper Converged Infrastructure Solution (VxRAIL) was suggested by Arrow PC Network to Bikanervala.

VxRAIL was the apt solutions as it is a datacentre in a box - with VxRail Manager, Secure Remote Support, RecoverPoint for VMs, CloudArray, vSphere Replication, and vSphere Data Protection. The solution's unique value proposition helped Bikanervala engage with Arrow PC Network as the implementation partner.

"Hyper convergence simplifies IT Infrastructure as the solution provides invisible infrastructure to enable IT to focus on applications and services to drive your business forward," says Gurpreet.

Arrow PC Network provided the latest VMware technology with Dell hardware which resolved the existing challenges. VxRail Appliance support experience was also a crucial element in the project. Other benefits include customer environment - a single point of support for hardware and software, ESRS - a dial home two-way secure remote connection and global support - chat and web-based service options.

The project was completed in three months by Arrow PC Network in close co-ordination and handholding by Dell

" VxRail is the new cloud landscape, driving the operational hub of your hybrid cloud. Together DELL EMC And VMware deliver consistent operations and infrastructure experience wherever your workloads may reside, with automated deployment and seamless end-to-end lifecycle management experience in a multi-cloud environment"

AMIT LUTHRA
Director & GM - Storage & CI Sales,
India Commercial at Dell EMC

Technologies' team.

Besides DELL EMC VxRail being a leader in HCI, the solution is SAP HANA certified. The technology is based on VMware - the only platform certified to run SAP applications. VxRail can integrate with public and private clouds - a big advantage for companies eyeing global expansion.

Salient Benefits

Future ready: Bikanerwala, with implementation of Dell EMC VxRail HCI solution can now absorb new business demands in terms of IT scalability and cloud models.

Faster and Effective: The latest hardware on VMware platform has resulted in faster and effective results on agile infrastructure for businesses to deliver more customer satisfaction. The centralised management system now easily integrate information from varied business units across the globe.

Utilization of Resources: An HCI solution also meant that high availability and redundancy for business critical applications are possible with management and utilization of resources to full capacity.

Bikanervala is now HCI and cloud ready with VxRail to scale new business heights. ■

BUSINESS RESULTS

📈 **LATEST HARDWARE ON VMWARE PLATFORM** FOR AGILE IT INFRASTRUCTURE

☁️ **HIGH AVAILABILITY & REDUNDANCY** FOR BUSINESS CRITICAL APPS

📅 **CENTRALISED MANAGEMENT SYSTEM EASILY** INTEGRATES INFORMATION

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