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 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

"We wanted the latest technology to support Bikanervala’s applications – with no downtime and no single point of failure.”

MANOJ ARYA, AGM-IT, Bikanervala
### RESULTS

BUSINESS

Point of publication, March 2019. Dell and EMC make no warranties — express or implied — in this case study.

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### Why Modernize on VxRail?

Dell Hyper Converged Infrastructure Solution (VxRail) was suggested by Arrow PC Network to Bikanervala. VxRail was the apt solution 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 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:** Bikanervala, 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.

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**GURPREET SINGH BHATIA**  
Managing Director, Arrow PC Network

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**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.”**

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

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

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

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**CENTRALISED MANAGEMENT SYSTEM EASILY INTEGRATES INFORMATION**