



Boosting customer service by migrating SAP to the AWS cloud

A global food and beverage company | Food and beverage



Business opportunity

To win and retain customers in the highly competitive fresh food and beverage sector, companies must always be ready to serve up the right products.

A company with 700 outlets in bakery, restaurant and food atrium spaces across 16 countries saw customer satisfaction scores dropping. Outlets did not always have customers' preferred items in stock and service slowed at peak times. The root cause: an inconsistent, inflexible and unscalable IT infrastructure.

To get back on track and ease future growth, the company set out to boost the performance, availability and scalability of its most important business systems.

Technical challenge

The food and beverage company had a mixture of on-premises, hosted and cloud systems in different countries. The cost of setting up and managing these disparate environments was rising. More importantly, the company lacked the flexibility to scale up its mission-critical SAP ERP solution on demand. The inability to quickly provision additional resources meant that system performance dropped at times of peak demand, leading to service disruptions and in-store delays.

The company decided to migrate its IT infrastructure to the cloud, starting with the SAP landscape. The key challenge was to minimize downtime and business impact during migration.

Our solution

Together, Kyndryl and the food and beverage company standardized on the Amazon Web Services (AWS) cloud as the single point of control for all IT infrastructure.

Kyndryl's SAP and Cloud teams migrated the complex production SAP landscape to AWS within just 12 hours. Employing continuous database replication avoided the need for costly high-speed links and cut planned downtime to less than 8 hours.

SAP-certified Amazon EC2 instances host the SAP applications and HANA databases, while Amazon S3 provides cloud object storage. AWS Site-to-Site VPN and Network Firewall provide enhanced cybersecurity, and AWS Application Load Balancers help ensure availability and resilience.

Kyndryl's post-migration support includes 24/7 incident management based on real-time monitoring through AWS CloudWatch, cost-efficiency and agility through AWS Reserved Instances and dynamic scaling.

The power of partnership

Kyndryl's strategic alliance with Amazon helped deliver an exceptionally smooth migration of mission-critical systems to a highly flexible, scalable and reliable platform for the food and beverage company.

Key Amazon Web Services included in the solution:

- Amazon S3 for storage
- EC2 instances and HANA VMs
- Site-to-Site VPN for secure connectivity
- Application Load Balancers for workload distribution
- AWS Network Firewall for enhanced security
- NAT Gateway for outbound traffic management
- AWS CloudWatch for monitoring and analytics
- AWS Transit Gateway for scalable network architecture

What progress looks like

Kyndryl identified AWS as the ideal cloud platform for the client, then used its deep knowledge of the Amazon stack to execute a low-impact SAP migration to a resilient, highly optimized cloud infrastructure. Powered by AWS, the new SAP landscape offers improved performance, cost-efficiency, scalability and availability.

- Instant scaling of SAP servers at peak times enhances response times by up to 30%.
- Optimized resource allocation reduces operational costs by up to 20%.
- SAP landscape on AWS achieves 99.5% SLA for business continuity.
- VM replication cuts SAP test setup times by 50%, cutting time-to-market for new functionality.



What's your next digital business challenge?

Let's tackle it together. →

kyndryl.

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