



Service: DR as a Service

Industry: Manufacturing

Company: Lumax DK Ltd

CASE STUDY

DRaaS to the Rescue

Total Uptime for Business

Automotive major Lumax DK opts for DRaaS from Progression and now gets guaranteed uptime without needing to invest in new IT infrastructure

Lumax DK Auto Industries Ltd (Lumax DK), a part of DK Jain Group of companies, is a leader in design, manufacturing and supply for gear shifters, parking brakes, precision components and plastic injection trim parts. The company enjoys more than three decades of innovation, technology, manufacturing and market leadership.

Challenges

Lumax DK has two state of the art manufacturing plants located in Manesar and Pant Nagar. The company SAP environment runs off Progression's Tier 3+ data center in Gurgaon. Lumax is expanding its clientele across the globe. To be able to service global giants, it was becoming imperative for the company to have a proper business continuity planning in place. A few hours of shutdown translates into a loss of millions of rupees for Lumax, as well as incurs penalties from its clients.

Lumax decided to have a disaster recovery infrastructure in place. There were two options - either invest in an in-house setup or go for Disaster Recovery as a Service (DRaaS). An in-house setup would have meant developing new expertise - hiring DR experts, investing in infrastructure - and figuring out a comparatively safer geographical location, away from the main business premises of the company. Mr Lalit Madan, General Manager-IT, Lumax DK says, "We were not keen on setting up our own infra for this. So we decided to go with DRaaS from Progression."

Solution

Lumax DK's requirements were that in the event of a disaster, whether man made or natural, half of the workload should move to the DR setup, with a Recovery Time Objective of four hours.

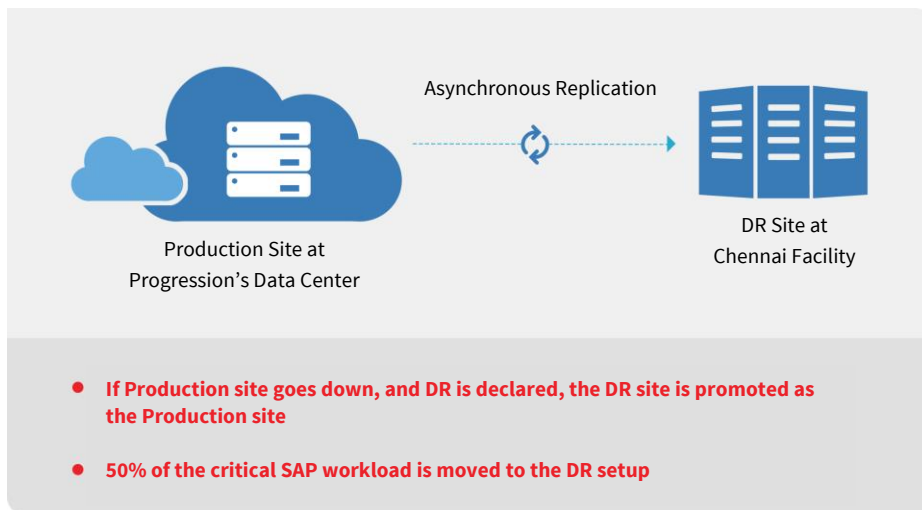
At the time of signing up, there were 25 concurrent SAP users. Progression designed a solution that would let Lumax DK scale it up to 150 users. The DR setup was deployed in a data center in South India, geographically distant from the main data center location.

The DR setup is on logical domains created on enterprise class Sparc servers. It has Oracle Data Guard for automated, 24/7 online replication. The replication is asynchronous.

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-Lalit Madan, GM-IT

Data logs are sent to the DR site frequently but they are applied to the database after a gap of 12 hours during which any errors detected in the database are rectified by the Lumax IT team. Even if there is a natural disaster at the primary data center, the DR site would still have data which would be as recent as half hour prior to the systems going down.



The Recovery Point Objective demanded by Lumax business team was two hours. Progression's team designed the solution to keep sending data logs to the DR setup every half hour during the work day, when there would be high transactional loads. During the night, or during off peak hours, the data replication would happen within two hours.

Progression also defined the process and schedule for DR drills. The senior management team of Lumax DK has the authority to declare an event as a disaster after consulting Progression's IDC service delivery team and if they concur that the primary data center application is inaccessible due to a major disruption. Once this is declared, Progression service delivery team promotes the DR site to become the Production site, and 50 per cent of the SAP workload constituting the key business activities moves to the DR setup.

Benefits

Faster RPO, guaranteed uptime

Lumax DK gets guaranteed uptime. Lumax DK wanted an RPO of two hours and an RTO of four hours. Progression delivers an RPO of half an hour during peak workloads, and two hours during off peak hours. The RTO delivered is four hours.

Capital saving

Lumax DK needs to pay only the operational costs; no Capex is involved. Mr Madan says, “We are now confident about the availability of our application. The risk of losses and penalties related to downtime is minimized considerably.”

Improved business prospect

Disaster recovery is an important consideration for OEMs while deciding on automotive vendors like Lumax DK for new projects. Having DRaaS in place has improved the prospects for Lumax DK, making them more confident about gaining new business.

Peace of mind

With DRaaS in place, Lumax DK does not worry about business continuity any more. Uptime is now Progression’s responsibility, which is being delivered as per SLAs. So far there has been no need for DR to be invoked. The DR drills conducted so far have been successful as well.

Fully managed service

Since the primary and DR setups are fully monitored and managed by Progression, the IT team of Lumax DK IT is free to focus on high-end strategic IT initiatives.

About Progression

Ever since its inception in 1995, Progression has been at the forefront of technology delivering outstanding IT infrastructure services to create significant business value for its customers. Today, Progression is a leading IT infrastructure service provider and Managed Cloud company. Progression delivers a comprehensive range of cloud offerings, remote management services, and managed hosting and DR services to its valued customers across the world.

With team strength of 125 and growing, Progression has engineers trained and certified in designing, architecting, selling, servicing and optimizing computing infrastructure based on products from market leaders such as VMware, HP, Oracle and Microsoft. Progression is widely recognized for its passion to stay abreast of the latest technology innovations and breakthroughs. It has been a leader in Server virtualization/consolidation solutions, and builds Private Clouds and offers Public Cloud computing services for business critical applications.

Progression is ISO 27001:2013 certified and adheres to ITIL v3 standards in service delivery. The company has been recognized for its commitment to deliver the right solutions to customers through awards instituted by CRN, SME Channels, ITPV, VMware, and Hewlett Packard.

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