



Service: Managed Hosted Private Cloud

Industry: Healthcare Retail

Company: RWL Healthworld Ltd

For an Efficient Managed Cloud Service

Leading healthcare retailer, RWL Healthworld Ltd, formerly Religare Wellness Ltd, opts for Progression's dedicated model for better service and monitoring.

RWL Healthworld is an Indian healthcare retailer, which operates a chain of over 100 medical retail stores across India, and an e-commerce portal. It has product categories such as baby care, beauty care, diabetic solutions, food & beverages, home & living, personal care and more.

The main infrastructure and applications of RWL Healthworld run on two different environments. The business critical application setup is comprised of SAP running on HP-UX using Oracle. The support infrastructure, on Windows environment runs file, print and proxy servers, and Active Directory for over 200 users. The company's retail stores run a PoS (point of sale) application that also sends data into the SAP environment. This entire setup was housed in the group company data center.

Challenges with In-house Co-location

RWL Healthworld data center helps its group companies co-locate their infrastructure in one place, thus driving group-level efficiencies. However, as the equipment becomes old or obsolete, performance get impacted, especially for companies running business critical applications that enable not just the employees, but also resellers and suppliers across geographies.

The second challenge with such a setup is that it is run like a co-location model, as against a fully managed services setup that delivers monitoring and management. In case of any errors or events, the data center team would intimate the RWL Healthworld technical team. The tech team would then have to connect remotely or go to the data center to resolve the problem.

Such group-wide setups are great to drive cost efficiencies, but RWL Healthworld needed to have a more proactive IT infrastructure support and management. The company's growing business required a different approach that would enable the infrastructure setup to work efficiently, without the technical team having to get involved to solve every small issue cropping up.

Moving to Progression's Data Center

RWL Healthworld is an existing IT infrastructure client of Progression. In February 2014, it sought out Progression's advice in solving this problem. Progression's team recommended that they could move their entire setup to Progression's Tier 3-compliant data center on a 24x7 Managed Hosted Private Cloud. This would deliver dedicated infrastructure for RWL Healthworld at Progression's data center, as well as monitoring and management services round the clock.

RWL Healthworld chose to go with this solution and sought Progression's consultancy in designing the infrastructure setup and deploy them at the latter's data center in Gurgaon. Progression set up HP Integrity blade servers to run the SAP environment and HP x86 servers for the base infrastructure requirements. The PoS environment was also seamlessly integrated with the system to ensure data flow into the core ERP.

The entire infrastructure was connected by redundant MPLS connections for the main application access. For remote offices and retail stores, secure VPN access was provided.

“Our relationship with Progression is a long standing one. RWL is extremely choosy when it comes to selecting its vendors, and today we feel great to be in a relationship with Progression. They are no more a vendor to us, they are our partner, and I believe this relationship will grow even stronger in the days to come. We appreciate Progression's “whatever IT takesTM” attitude to address and resolve customer's requirements and issues.”

– **Rovin Jain**
GM (IT & Supply Chain)
RWL Healthworld Ltd

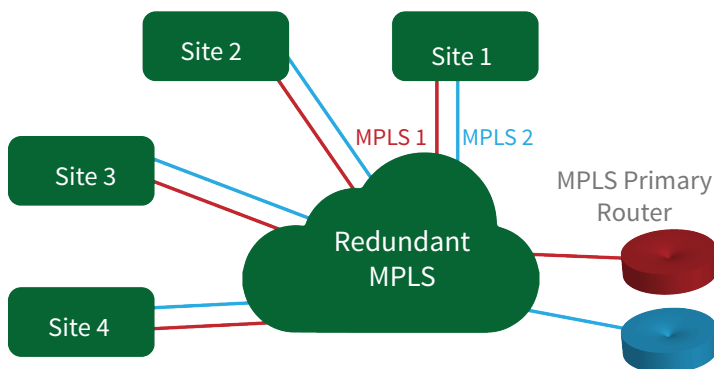
The infrastructure consists of 3 HP Integrity Blade servers, 2 HP x86 Blade servers, one x86 rack server for backup, HP 3PAR Storage, 2 SAN switches, 2 firewalls, and MSL Tape Library for tape backup. The storage follows a disk-to-disk-to-tape process to enable quick retrieval as well as long-term archiving needs.

This implementation of the IT infrastructure was done by Progression. SAP team of RWL Healthworld came to deploy the application and do the required testing. Once the team tested and audited the setup, the switchover to Progression data center setup was done. The new setup went live in December 2014 and has been running without any issues.

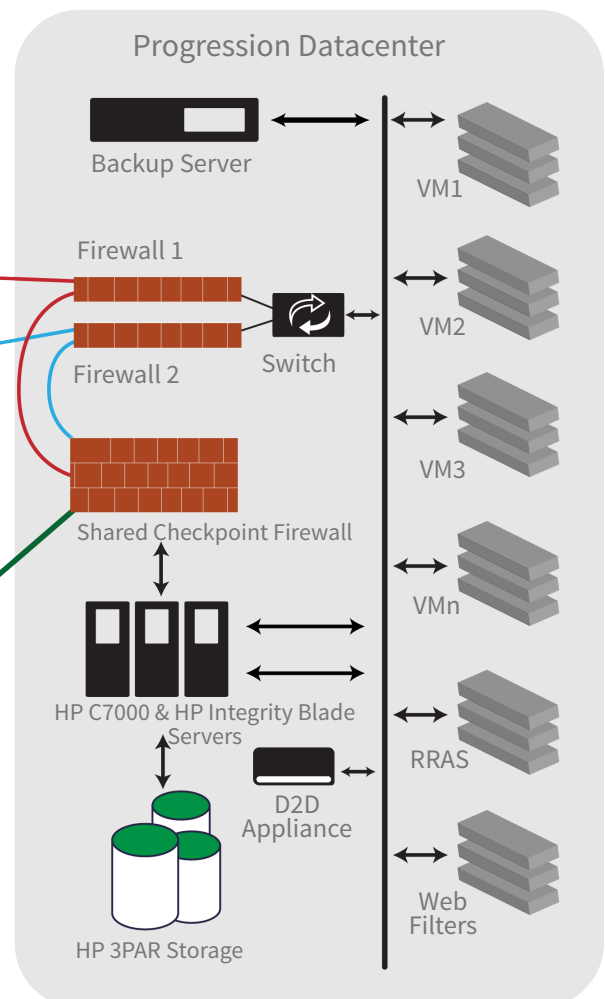
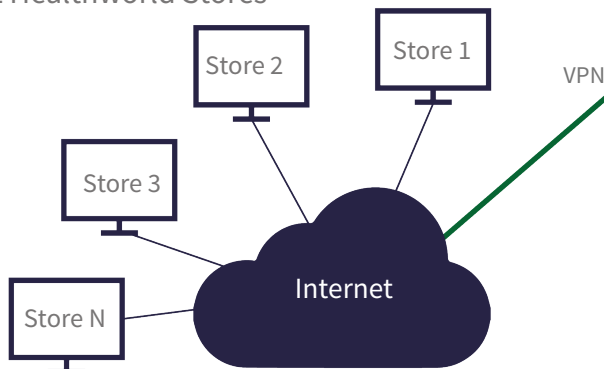
With the new setup, RWL Healthworld gets to know about its infrastructure performance well before any problems crop up through email and SMS alerts. RWL Healthworld team and Progression's technical team have identified the thresholds for each infrastructure component at which alerts have to be automatically sent to the stakeholders. Progression's NOC team works with the team remotely to help them pre-empt the problem from happening. The client team doesn't have to visit the data center anymore to look at any issues.

Network Diagram

RWL Healthworld Offices



RWL Healthworld Stores



What are the benefits?

With the 24x7 Managed Service from Progression, RWL Healthworld gets to see these benefits.

- RWL Healthworld gets a structured and automated setup which gives them ease of administering their environment. They have a better visibility and control of their setup.
- They now enjoy a significantly improved performance with the current-generation infrastructure.
- With new storage solutions designed into the overall infrastructure architecture, they see better data integrity.
- RWL Healthworld gets 24x7 automated monitoring, which ensures their team is aware of the health and performance of their dedicated infrastructure at any time. This delivers peace of mind to a team that was earlier worrying about the availability of their setup.
- High availability to the applications ever since the Hosted Private Cloud went live.
- The entire management of the IT infrastructure is now outsourced to Progression that deploys dedicated experts to run the setup to ensure high availability. This frees up RWL Healthworld IT team's time to be focused on more 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, SAP ECC & SAP HANA infrastructure implementations, remote management services, managed hosting and disaster recovery for business critical applications to its valued customers across the world. With a Tier 3+ data center in Gurgaon, Progression helps companies run their business critical applications on its Managed Cloud.

With a team strength of 150 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 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 Hewlett Packard, VMware, CRN, SME Channels, and ITPV.

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