



# Retail / Pharmaceutical Migrates DC and Hosts with Protera



## Retail / Pharmaceutical Migrates DC and Hosts with Protera

Cross continent migration of SAP landscapes and database upgrade in three months, while greatly improving system performance and reliability. Reduced hosting costs by over 25%.

### Client Profile:

Protera's client is an international retailer of Pharmacy & OTC Drugs, Natural Medicine & Homeopathy products.

Client products and services include personal care, durable medical equipment, optometry, audiology, nutrition home care, oncology & diabetes products, home care respiratory services, laboratory and vaccination, blood testing, therapeutic massages, sleep apnea monitoring.

As a basis for globalization, the client ownership sought to formalize and introduce structure in operations and management by implementing and hosting SAP IS-Retail and a POS solution.

This integrated all business functions and processes required and allows in depth analyses needed for fast decision making.

Digitized & Optimized Purchasing, Inventory Management, Financials, Store & Corporate Reporting were some key business processes.

### Client Challenges:

Our client was experiencing high costs as well as lack of flexibility and expert support with the existing hosting partner, one of the world's largest hosting providers. The client needed a hosting organization that can provide better SLA's for system up-time, response time and telecommunications cost effectively.

Other drivers included market instability in Latin America due to political climate as well as on-going problems with SAP backups.

Additional requirements included a need for an on demand scalable platform and support model for expanding SAP and finally Spanish language support was a must have.



### Solution:

The client selected AppCare 3T On-Demand Hosting from Protera.

Choosing a state of the art on demand hosting platform the client is able to focus on application development and deployment of new functionality that allows for rapid global growth.

Leveraging Protera's SAP certified on demand hosting platform, the client was able to improve the quality of services provided to its internal users and increase the availability of the systems.

Moving to a utility model of SAP services from Protera is saving the client significant time and money in the support and operation of their SAP landscapes.

Protera engaged certified migration experts to have smooth transition to new platform.

For those companies that lack extensive in-house data center facilities, are experiencing unexpected downtime, or simply choose to invest their capital to support mission critical goals instead of building data centers, Protera offers a suite of productized hosting on-demand services. These services are delivered via Protera's world-class hosting facilities and an operational platform that offers stellar performance, availability, and flexibility. The services leverage Protera's extensive software knowledge and experience in SAP Hosting services to provide a comprehensive and flexible hosting platform.

### Summary of Results:

**SPEED:** Migration complete in 3 months from LA to US

**RELIABILITY:** Protera's SAP certified on demand platform following best industry practices is providing a secure and stable platform. Protera proactively monitors system and corrects problems often before customer is aware of them.

**VISIBILITY:** Protera holds weekly and monthly meetings with the client to report on SLA's, tickets and capacity planning.

**ECONOMICS:** Reduced hosting cost by 25%+ compared to previous hosting provider.