



TCCT DELIVERS HOSTED SAP SOLUTION WITH RED HAT ENTERPRISE LINUX AND RED HAT ENTERPRISE VIRTUALIZATION

FAST FACTS

Customer	T.C.C. Technology Co., Ltd.
Industry	IT services
Geography	Thailand
Business challenge	To design a robust, stable, high-performing, secure, and cost-effective enterprise resource planning (ERP) system based on the new SAP hosting model
Software	Red Hat Enterprise Linux, Red Hat Enterprise Virtualization, Red Hat Training
Hardware	Intel Xeon processor-based servers, Cisco UCS servers
Benefits	Lower total cost of ownership (TCO), increased scalability and performance, and greater hardware flexibility



BACKGROUND

TCC Technology (TCCT) is Thailand's carrier-neutral provider of commercially managed hosting and datacenter services.

With multiple premium datacenter sites in downtown Bangkok, Eastern, and soon to come Northern Bangkok, the company understands the importance of continuous improvement to keep pace with changing market demands and regulatory compliance issues.

As a firm believer in delivering quality services, TCCT developed its internal best practices based on major international standards such as ISO 9001:2008 and ISO 27001:2005, and ITIL-based Information Technology Service Management processes. TCCT was the first organization in Thailand to achieve certified SAP Adaptive Solution Provider (SAP Hosting certificate) status. Therefore, the company has all the required processes in place to ensure its solutions are operated properly within a controlled environment.

BUSINESS CHALLENGE

To meet customers' demands, TCCT needed to design a robust, stable, high-performing, secure, and cost-effective enterprise resource planning (ERP) system based on the new SAP hosting model.

While there is a perception that SAP can only run on high-performance systems, the company adopted an open architecture and set out looking for a solution based on the criteria of system reliability, reasonable cost, and superior support and services.

SOLUTION

The search provided various options that were evaluated against this set of reliability, cost, and support criteria. After much deliberation, TCCT decided on Red Hat® Enterprise Linux® as the operating system to run on Intel Xeon-based servers for large-scale, business-critical SAP-based ERP systems. The organization also utilizes Red Hat Enterprise Linux Advanced Platform with integrated virtualization and clustering technologies, and selected Red Hat Enterprise Virtualization for the solution's virtualization management capabilities.

"We chose Red Hat because its competitive and reliable solutions are capable of running mission-critical applications," said Kosit Suksingha, managing director of TCC Technology.

With Red Hat Enterprise Linux and Red Hat Enterprise Virtualization, TCCT hoped to achieve ease-of-use, flexibility, and improved capacity management along with better resource allocation. Together with scalability via virtualization, the company desired cost savings on acquisition of resources, ongoing maintenance, hardware, and manpower.

Running on Intel-based servers, the solution comprises database clustering, Oracle database, SAP database, and Xandria for management and monitoring. Red Hat Consulting, in collaboration with local Red Hat teams, provided consultancy, implementation, and support.

TCCT also leveraged Red Hat Training to develop a training certification and roadmap to ensure that its engineers are trained to design and operate the Red Hat enterprise infrastructure.

"TCCT provides enterprise hosting to customers, so we need to ensure the stability of the infrastructure, which must be correctly designed by professionals and the product owner," said Kosit.

"Although virtualization is an established global trend, we never used it to support mission-critical applications until we found Red Hat Enterprise Virtualization and applied it to our SAP hosted services. It has proven to be reliable, cost effective, and scalable, helping us to offer commercially attractive SAP hosted services on a pay-as-you-go basis."

- Kosit Suksingha,
managing director of TCC Technology

BENEFITS

With the combined Red Hat Enterprise Linux and Red Hat Enterprise Virtualization solution deployed and running smoothly, TCCT has reaped benefits such as decreased costs, increased scalability and performance, and greater hardware flexibility.

On the business front, TCCT is now able to provide new business-model offerings based on proven solutions that ensure high performance. It is also able to increase its reach to a broader base of customers. In addition, deploying Red Hat solutions has given TCCT a competitive edge in the market with great performance at a lower cost. TCCT has become the first and only data-center in Thailand to provide SAP-hosted solutions on the Red Hat platform and using Red Hat Enterprise Virtualization technology, giving customers more choices for customized hosting solutions.

"Although we know that virtualization is a global trend, we never thought of using it as a mission-critical application until we found Red Hat technologies and applied them to our SAP-hosted services. Red Hat solutions have proven to be reliable, cost-effective, and scalable, helping us offer commercially attractive SAP-hosted services on a pay-as-you-go basis," said Kosit.

Most importantly, the Red Hat subscription model has resulted in a lower total cost of ownership (TCO) for the organization. "Under our strict requirement for robustness and stability, we found Red Hat to be the right partner with which we can build reliable and innovative hosted solutions on a top-class infrastructure at a significantly lower TCO," said Kosit.



ABOUT RED HAT

Red Hat was founded in 1993 and is headquartered in Raleigh, NC. Today, with more than 60 offices around the world, Red Hat is the largest publicly traded technology company fully committed to open source. That commitment has paid off over time, for us and our customers, proving the value of open source software and establishing a viable business model built around the open source way.

Red Hat provides high-quality, affordable technology to the enterprise. Our solutions are delivered via subscription and range from operating systems and platforms like Red Hat Enterprise Linux and JBoss Enterprise Middleware, to application and management tools, as well as consulting, training, and support.

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