

“ We chose to work with Hitachi because of their deep understanding of our requirements as well as their team’s dedication to work through any challenges we encountered along the way.”

*Lee Wee Han  
Senior Manager, IT Infrastructure  
Wilmar International*



## Wilmar International Upgrades and Enhances Data Centers With Hitachi Data Protection Solutions

**Challenge:** Enhance Equinix data center to enable business continuity, storage backup and disaster recovery in the event of any service outage; address scalability to manage growing storage needs.

**Solution:** Designed a scalable disaster recovery solution and implemented on-premises managed storage services.

**Outcome:** Improved Equinix and Epsilon data centers with full backup and disaster recovery capabilities, including end-to-end business applications that will be implemented across the organization by the end of 2016.

### The Challenge

Wilmar International Limited is a leading agribusiness group in Asia. Founded in 1991 and headquartered in Singapore, Wilmar is ranked amongst the largest listed companies by market capitalization on the Singapore Exchange. The company’s business activities include oil palm cultivation, oilseed crushing, edible oils refining, sugar milling and refining, specialty fats, oleo chemicals, biodiesel and fertilizer manufacturing, as well as flour and rice milling.

Its business strategy is based on an integrated agribusiness model that encompasses the entire value chain of the agricultural commodity business, from cultivation, processing and merchandising to manufacturing of a wide range of

agricultural products. Wilmar has over 500 manufacturing plants and an extensive distribution network located in more than 50 countries, including China, India and Indonesia. The agribusiness group has a multinational workforce of about 92,000 people and its core IT infrastructure is hosted in Singapore.

Wilmar’s business has grown exponentially over the past few years. However, its Equinix data center is struggling to cope with this growth and was unable to meet Wilmar’s growing needs. There was no storage area network (SAN) replication between its Epsilon and Equinix data centers and there was only a 1G link between the data centers, which was used by application traffic.



### Wilmar International Limited

#### INDUSTRY

Agribusiness

#### SOLUTIONS

Disaster Recovery, Managed Storage

#### HARDWARE

Hitachi Compute Blade 2000 (2),  
Hitachi Unified Storage VM with  
Hitachi Accelerated Flash

#### SOFTWARE

Hitachi Universal Replicator, Hitachi TrueCopy

#### APPLICATIONS

SAP

### Outcomes

- Implemented comprehensive end-to-end solution for disaster recovery protocol.
- Established a foundation for business continuity and disaster recovery planning.
- Employed superior technology that provides business continuity, high availability and resiliency.

To facilitate growth and become more operationally efficient, the company needed to implement a business continuity and disaster recovery solution for production systems, which can require a near zero recovery point objective (RPO) of one hour or less. Wilmar's Equinix data center must support disaster recovery functions and provide storage replication between Equinix and Epsilon to ensure minimal data loss and impact to the business should any outage occur.

The team also needed a solution that could be integrated with current systems as well as be easy to operate so that it can be replicated across all of Wilmar's business divisions. With these challenges in mind, the Wilmar team issued a tender for a solution partner that could help resolve these issues.

## The Solution

The Hitachi Data Systems team was familiar with Wilmar's needs, having worked with the company to implement other IT solutions. Edmund Lim, strategic sales director, Information Technology Services at Hitachi Data Systems said, "Through our due diligence process, we learned that, in addition to addressing Wilmar's challenges, we also needed to help them streamline their end-to-end business applications so that they can manage the solution easily upon implementation. Their infrastructure had become very complex and Wilmar was looking to add more servers to support their growth and backup needs. Therefore, we recommended a complete solution with Hitachi enterprise storage and servers that addressed their immediate needs and could be scaled for future growth."

With Hitachi Unified Storage VM (HUS VM) already in place at the company's Equinix data centers, they enhanced their performance and increased capacity with Hitachi Flash Modules (FMD). In addition, Wilmar International also added Hitachi Compute Blade 2000 with SMP (symmetric

multiprocessing) capability, allowing them to collate 4 blades to create a large, single server environment.

For data protection, they implemented Hitachi Universal Replicator and Hitachi TrueCopy to replicate Epsilon data to Equinix and used DWDM (dense wavelength division multiplexing) links for replication. The solution is integrated with Hitachi Storage Replication Adapter to facilitate future business continuity and disaster recovery planning.

The implementation and testing process was fairly quick. The HDS team worked closely with Wilmar's IT team during the implementation process in 2015, even going on-site to help troubleshoot and resolve issues when they arose.

Lee Wee Han, senior manager, IT Infrastructure at Wilmar said, "HDS' solution helped provide us with resiliency and redundancy, which enables our team to resolve any issues at a much faster rate than before. Previously, it would take a couple of months to bring in replacement hubs and write recovery services from backups before we could restore services. Now, we have the capability to act quickly to restore business functions. While we are still fine-tuning the HDS solution, we hope to recover and resolve any issues within a 24- to 48-hour timeframe."

## The Outcome

To date, Wilmar's IT team is happy with the solution, having conducted a few technical drills to ensure that the new systems are working smoothly. The team has turned its passive Equinix data center into a productive and scalable platform. Its recovery time objective (RTO) has improved to within 24 hours. With the replication solution from Hitachi, Wilmar now has near zero RPO that is able to support both virtual and physical machines.

Efficient  
Replication  
With Universal  
Replicator

LEARN MORE

The next step would be to fully operationalize the system across the company's business divisions globally.

"The HDS team has been instrumental in working with us through every step of this process. They have worked closely with us, from due-diligence to reviewing our existing system and extracting the information needed to ensure that the entire system is mapped out and that we have a proper solution that addresses our needs. We chose to work with Hitachi because of their deep understanding of our requirements as well as their team's dedication to work through any challenges we encountered along the way," said Lee.

From mid-2016, Wilmar's IT team planned to conduct a full technical drill to test the system's responses. Moving ahead, team aims to start training business users to familiarize them with the system and also incorporate more end-to-end applications to enhance the business continuity process by the end of the year.

## About HDS

Digital transformation improves every business's cost-efficiency, time to market, customer experience, and revenue through better management of data. No one knows data like Hitachi Data Systems. Our integrated strategy and portfolio helps enterprises – including the world's largest – to manage, govern, mobilize and analyze data to uncover insights for better outcomes. HDS.com.

## @Hitachi Data Systems

**Corporate Headquarters**  
2845 Lafayette Street  
Santa Clara, CA 95050-2639 USA  
[www.HDS.com](http://www.HDS.com) [community.HDS.com](http://community.HDS.com)

**Regional Contact Information**  
**Americas:** +1 866 374 5822 or [info@hds.com](mailto:info@hds.com)  
**Europe, Middle East and Africa:** +44 (0) 1753 618000 or [info.emea@hds.com](mailto:info.emea@hds.com)  
**Asia Pacific:** +852 3189 7900 or [hds.marketing.apac@hds.com](mailto:hds.marketing.apac@hds.com)

