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Director of Business Relationships
oXya



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SAP Expert oXya Has a Bright Future: New Customers, Growth, Offices and Revolutionary Hitachi Technology

As the leading expert in managing customer SAP deployments, oXya is agnostic when it comes to developing solutions to meet customer requirements. Yet, in an industry rife with always-on, always-changing data growth, oXya is enthusiastic about the revolutionary technologies in Hitachi Unified Compute Platform (UCP). After resounding success using UCP to meet hefty service level agreements (SLAs) for a large customer SAP environment, oXya has since deployed 2 more UCP solutions for net-new customers.

Tremendous growth and changes are happening across the digital universe, including the SAP space. With nearly perpetual upgrades, updates and improvements in SAP software, and a quicker tempo in how organizations are conducting business, managing dynamic IT environments can get very complicated, very quickly.

Lucky for their hundreds of customers with mission-critical, 24/7 SAP environments, oXya is deeply knowledgeable and widely recognized as a leader in providing SAP technical and managed hosting services. SAP Certified in hosting and cloud services, oXya supports global and midsized

organizations and hosts nearly 210,000 SAP users worldwide across all industries.

Since 1998, oXya has meticulously met customer requirements and goals by tailoring IT solutions to ensure that even the most stringent SLAs are amply met. For each customer, oXya designs a dedicated infrastructure to manage that customer's SAP demands.

Success comes in being focused and having the right tools at hand to adeptly manage net-new customer environments. With offices in France, China, U.S., U.K., Belgium and now Canada, oXya is experiencing phenomenal business expansion, and subsequent data growth.

oXya

INDUSTRY

Technology: Services for SAP

SOLUTION

Converged: Hitachi Unified Compute Platform for VMware vSphere, Hitachi Unified Compute Platform for the SAP HANA Platform

HARDWARE

Hitachi Compute Blade 2000 or Hitachi Compute Blade 500 and Hitachi Unified Storage 130

SOFTWARE

Hitachi Unified Compute Platform Director

Benefits at a Glance

- Manage complex, dynamic SAP customer environments.
- Win competitive RFPs for net-new customers.
- Rock-solid infrastructure to meet customer SLAs.

SUCCESS STORY

“Every company wants to provide top quality service to its customers. You need to have the capabilities to do that, regardless of industry. At oXya, we are focused on running SAP for our customers in the best way possible. In turn, we need absolutely resilient technology to help us help our customers run the most demanding businesses,” says Ed Wiegner, Director of Business Relationships for oXya.

The Challenge: Meet SLAs for Highly Dynamic SAP Environments

oXya is a growing company with a lot of recent undertakings, including expansion into Canada. Like its U.S. facility, the new data center in Montreal was built to manage and scale customer infrastructures. The first customer engagement in Montreal's data center was built on Hitachi Unified Compute Platform for the SAP HANA Platform.

“No company these days operates as status quo: There is always change and growth. As a result, data grows by exponential measure for many of our customers. Building an IT solution that will deliver swift efficiencies, availability and performance, and enable on-demand flexibility is critical to meeting these challenges. Hitachi UCP for SAP HANA ensures that data can be effectively managed over the long term, to deliver deeper business insight, high-velocity analytics and business intelligence,” explains Melchior du Boullay, chief technology officer of U.S. operations at oXya.

A 2nd new customer engagement also relies on Hitachi UCP. “We participated in a request for proposals managed by a 3rd party for a new implementation of SAP. We proposed a solution based on Hitachi UCP for VMware vSphere and were awarded the bid. As is often the case, customers don't always spec the hardware or software

involved in meeting their SLAs, but when this customer learned we placed the UCP, the rep let us know the customer was happy and impressed that we were a quality organization using best-in-industry Hitachi products,” adds Wiegner.

Typically, within SAP environments, there are many upgrades or updates. These improvement activities can involve substantial time and effort. “Organizations first have to provision out the space for the upgrade, which can mean creating a ticket for IT and coordinating among the storage, network and virtualization administrators to size, provision and create. Setting up the new environment usually takes 30 days or more. We've found that all this goes away with UCP,” Wiegner continues.

The Solution

Converged Solutions

For both of oXya's new customer deployments, the IT infrastructure is based on the Hitachi Unified Compute Platform solution family. The UCP portfolio of converged infrastructure solutions combines best-in-industry storage, server, networking and software management in fully integrated packages for top-tier, mission-critical workloads.

For the customer in the retail industry, oXya centered the solution on UCP for SAP HANA to ensure the customer's SLAs were met and business intelligence capabilities extended. UCP for SAP HANA is designed for real-time analytics and application deployments. Available for scale-out and scale-up architectures, and delivered as an appliance or a service via the cloud, UCP for SAP HANA is ideally suited to manage mission-critical environments.

The operations for this customer's SAP solutions are performed from the oXya Montreal data center. Production on UCP for SAP HANA is using 2 Hitachi Compute Blade 2000 (CB 2000) servers with 40 cores and 512GB of memory, while non-production uses 1 CB 2000 with 20 cores and 256GB of memory, along with Hitachi Unified Storage 130 running 300GB 10K rpm disks. oXya also runs SAP Business Warehouse 7.4 for in-memory data fabric.

“Our customer is now able to offer its managers timely information for making critical inventory decisions to increase sales and profits in ways not possible prior to this solution. We provide critical services that optimize UCP for SAP HANA to fully contribute to our customer's success,” says du Boullay.

The other recent customer deployment, also housed in the oXya Montreal data center, is designed to accommodate the rigorous service requirements of a national insurance corporation based in the U.S. Preconfigured and built with world-class Hitachi servers, storage and industry-standard networking, the UCP seamlessly integrates into VMware's vSphere and vCenter to effectively manage physical and virtual infrastructures.

“As Ed [Wiegner] mentioned earlier, we won this bid through a 3rd-party process, so the customer was initially unaware of the technology used to support its SLAs. We chose the UCP for VMware vSphere for this customer's implementation because of the platform's abilities to natively support multi-hypervisor virtualization with highest levels of predictability, resiliency and responsiveness,” du Boullay furthers.



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Game-Changing Technology

At the heart of every Hitachi Unified Compute Platform is highly intuitive, intelligent software management. Hitachi Unified Compute Platform Director manages the entire infrastructure and creates an easy, straightforward path for doing many tasks that would previously require specialized expertise. Unlike the classic provisioning process of traditional solutions, Unified Compute Platform Director provides a single pane of glass to automatically provision new SAP environments in days instead of months. Organizations gain greater bandwidth to free up resources and address other priorities.

“We see Hitachi Unified Compute Platform Director as a game-changing technology. There is no other tool out there right now that can easily automate provisioning of space, provide crystal-clear visibility within existing storage, or is as truly aligned with VMware. This tool does it across multiple Hitachi UCPs, to repurpose, revitalize and mitigate underutilized resources. Unified Compute Platform Director is as revolutionary in this space as the iPhone has been for the cell phone market,” reveals Wiegner.

The Benefits

Rock-Solid Infrastructure

For every dynamic enterprise IT environment, the need for resilient, flexible hardware and software is paramount to reducing complexities, costs and risks. oXya takes an agnostic, best-in-industry approach to

selecting the right equipment and tools when building each customer solution. Occasionally, a customer will request particular vendor equipment, but the majority of customers simply provide the SLAs that oXya must meet.

“We are experts in the SAP space and have seen extensive transformations. The trends with SAP tend to be around mobility, big data, HANA. All of these mean an ever-increasing size of data to store, manage and secure. It’s absolutely crucial to have rock-solid infrastructure to support these dynamics,” says Wiegner. “We started using Hitachi storage in 2005 and we’ve seen over the years that it is definitely go-to storage for running mission-critical SAP with true enterprise-level software. The Hitachi UCP solutions provide that rock-solid infrastructure, with storage, networking, software all combined into world-class architecture. For an IT environment dealing with constant change, not just in SAP but the industry as a whole, this platform is the future.”

Savvy Expertise

The IT expertise at oXya is unparalleled in many regards, from its vast technical proficiencies to the cultivation of relationships with customers, vendors and other industry leaders. Since its first UCP customer deployment in the original New Jersey data center, oXya has leveraged Hitachi technology on other occasions to encourage net-new business.

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Wiegner illuminates: “We at oXya are very technical in all aspects of what we do. We’ve been impressed with the level of technical expertise that the Hitachi engineers bring to every situation. In fact, we’ve brought Hitachi guys into a customer presentation to demonstrate the capabilities of UCP because of our confidence in not just the product but also the service and support Hitachi delivers. We want customers to realize the caliber of quality we offer and the quality we demand from our solutions.”

The Future

The future is bright for oXya. With year-over-year business growth and high satisfaction from customers, it’s no wonder the company is able to stand out in the marketplace as a pioneer of hosted and managed SAP services. Nearly 100% of respondents to a recent survey believed oXya’s specialization as a SAP outsource provider brings a guarantee of good service, and 100% responded that they would recommend oXya.

“With our new Canada presence, we have been able to expand our onshore outsourcing to customers in North America. It’s important to us to put our customers at ease that we will always be available and focused on SAP rather than cluttered with other things. Focus fosters ownership and a greater ability to provide what the customers need. It’s what we pride ourselves in doing, and it’s also one of the attributes we respect about Hitachi Data Systems,” Wiegner finishes.

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