

A woman with long, wavy brown hair is shown in profile, looking towards the left. She is wearing a grey blazer over a patterned scarf and a white top. Her right hand is raised, touching the top of a white kitchen appliance, possibly a water purifier or a coffee machine. The background is a brightly lit kitchen with various appliances and shelves.

**HANA, IBM Cloud  
exponentially improve  
performance for leading  
home appliances  
manufacturer**

## Client background

**Client:** A leading manufacturer of home appliances headquartered in US

**Industry type:** Manufacturing

**Products:** Home appliances

**Net sales:** \$21.0 billion (2018)

**Geo:** Global

## Challenges

The client was running old mainframes that had a negative impact on costs, processes and business outcomes. This included:

- High cost of running and upgrading legacy systems
- Process like Material Requirement Planning (MRP), flash reporting and month-end reporting were taking too long
- Delays in data analysis and reporting
- Inability to respond to issues and opportunities due to data latencies
- Time-intensive batch processes
- Plant operations such as receiving was taking longer
- Inability to meet supplier release SLAs

The client needed a solution that could overcome the barriers placed by legacy systems, leverage data, boost operational efficiency and improve plant performance.

## Solution

Wipro, as an existing partner of the client providing end-to-end infrastructure and SAP Basis operations, was able to fast-track the assessment and design a solution that included:

- Suite on HANA (SoH) conversion of SAP ECC EhP4 system and migration to IBM Cloud
- Migration of SAP CRM environment to HANA and IBM Cloud
- IBM Cloud landscape design and architecture
- Instance provisioning on IBM Cloud with end-to-end project planning

## Wipro migrates leading home appliances manufacturer from legacy mainframes to upgraded SAP landscape on IBM Cloud for cost containment, 80% improvement in supplier release SLAs

- HANA Cloud Migration of Cloud Control Center (CCC)
- HANA database tuning and performance optimization
- Test planning, unit and integration tests

## Business impact

The solution was designed in a manner that reduced downtime to only six hours while the highly complex project was delivered in just seven months. When the transformation was delivered, the client had access to intuitive and mobile-ready Fiori-based transactions and analytics. The top benefits unlocked by the solution included:



Cost of maintaining mainframe systems eliminated



More than 90% reduction in MRP process runtime, batch processes and flash reporting



More than 80% improvement in supplier release SLAs



“Moving away from legacy and to cloud is a sure-fire way of improving performance and lowering costs. But the migration to SAP HANA and a cloud platform comes with its own set of challenges that Wipro addressed with a combination of experience, tools and automation, ensuring clients don’t have to spend unnecessary time and money.”

**Srinivas Sai Nidadhavolu,**  
Vice President & Global Practice Head  
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