TCC TECHNOLOGY ACHIEVES BETTER BUSINESS EFFICIENCY AND CUSTOMER SECURITY ON THE CLOUD WITH VMWARE VSPHERE® AND NSX®

INDUSTRY
TECHNOLOGY

LOCATION
THAILAND

KEY CHALLENGES
- Need to increase business and TCCtech's SAP on Cloud service efficiency
- Increasing security of data center to ensure customer trust
- Increasing disaster recovery efficiency for TCCtech's SAP on Cloud customers
- Increasing daily operation and SAP Hosting service efficiency

SOLUTION
- VMware vSphere®
- VMware NSX®
- VMware Professional Services

With VMware vSphere® and NSX®, TCC Technology (TCCtech) can offer leading data center and cloud solutions, as well as IT infrastructure services, to enterprise customers around the world. VMware's server virtualization solution has enabled TCCtech to halve its physical servers while introducing easy backup and replication of operating systems, applications, and data to its disaster recovery site. Improvements in security and data privacy have enhanced the business efficiency of TCCtech's customers and value derived from its services.

Customer Profile

TCCtech was founded in 2001 and comes under the Thai Charoen Corporation Group (TCC Group), one of Thailand's largest conglomerates. TCCtech is the first and the only triple-certified SAP Hosting Partner in Thailand as well as a Microsoft Certified Partner, offering best-in-class cloud-based solutions and services in partnership with various global providers. This includes managed hosting, infrastructure solutions, and business connectivity applications designed to meet evolving business needs locally and regionally. TCCtech's industrial and international data center solutions are available in Bangkok via its Asia Data Center Alliance (ADCA) network.

The Challenge

TCCtech serves both local and multinational customers from wide and varied industries, ranging from beverage, industrial, trading consumer products, property and real estate, agro-industrial products, and financial services. This adds complexity to the challenges TCCtech faces in developing its portfolio of cloud services and capabilities to power applications for its customers. Given the increasing demands of customers undergoing digital transformation, it is vital for TCCtech to stay ahead of the curve in the delivery of mission-critical enterprise cloud solutions to ensure customers' operations are able to run smoothly without disruptions.

TCCtech's IT systems not only must be fast, secure and reliable, but they also need to be in line with global standards. Customers trust TCCtech with high volumes of sensitive user data that runs through its servers, infrastructure, and cloud applications. Sensitive information, including financial records, requires the strictest and most robust data protection capabilities.

With Thailand's cloud services market growing significantly every year and TCCtech's goal to gain market share in the wider region, the security of customer data continues to be key.

BUSINESS BENEFITS AND RESULTS

• Dramatically improved operational efficiency through automation

• Reduced network and security provisioning time

• More secure, multi-layered network security

• Stability and reliability for TCCtech's mission critical SAP cloud clients

• Reduced complexity and time for software accessibility

APPLICATIONS VIRTUALIZED

• Database

• Web Application

The Solution

TCCtech partnered with VMware to deliver always-on, reliable, and secure cloud solutions to its customers who were looking to streamline processes such as inventory management and billing administration. This was especially crucial to TCCtech's customers in fast-moving industries such as manufacturing, and food and beverage.

Many TCCtech customers use SAP applications 24/7 to accurately and efficiently manage and meet the demands of their users. VMware's vSphere® solution has helped TCCtech manage its system environments, while enabling a more stable experience of virtualized SAP products and services. VMware NSX® also supported TCCtech's cross-industry customers who required TCCtech's SAP on Cloud deployment, including use-cases in financial services institutions (FSIs), heavy manufacturing, warehouse and inventory systems, as well as agriculture. VMware NSX® was key in provisioning TCCtech customers with the highest standards in data security and multi-layer micro-segmentation network security.

Through VMware's vSphere® and NSX® solutions, TCCtech virtualized its physical servers to better deliver value, efficiency, and security to its customers, empowering them to better respond in real-time to spikes in user demand.

Business Results & Benefits

TCCtech's capital and operating expenditures have been reduced as a result of VMware's server virtualization technology, as the company enhanced overall business efficiency and system reliability for its customers. Its on-premise solutions have also been moved to the cloud, halving TCCtech's physical server footprint. TCCtech is now able to better implement business continuity strategies and guarantee its service level agreements (SLA) compliance with customers at 99.99 percent.

"Our partnership with VMware has helped transform our IT infrastructure, boosting stability and security while reducing maintenance costs. Our virtualized system is also now more flexible, scalable, agile and future-proof, empowering us with the capability to take on increasing and evolving customer demands," said Mr. Voradis Vinyaratn, Executive Director and Acting Managing Director of T.C.C. Technology Co., Ltd.

With virtualization, overall expenses for hardware, software, and operations have been reduced by 40 percent. VMware's server virtualization solution has enabled TCCtech to streamline its operating system's backup and replication capabilities, across applications and data sets. In the business of managing volumes of sensitive data, this means that TCCtech is able to have a robust disaster recovery plan in place, giving its customers a greater peace of mind.

With data and network security being a top priority for TCCtech and its customers, VMware's NSX® utilizes a multi-layered network security approach to better protect their customers' private information in all data center operations.

PLATFORM

- Dell PowerEdge R720 servers with Intel Xeon Processors
- Dell Networking S4280 10GbE switch
- EMC VNX5300 storage array with RecoveryPoint
- Microsoft Windows Server 2008R2
- Microsoft Windows Server 2012R2

PARTNER

- MFEC Public Company Limited

For TCCtech's customers, their mission-critical business data, hosted in the cloud, is now more stable than ever, boosting confidence and reducing time to market. Operational efficiency has improved through system enhancements that introduce deeper automation, security, and disaster recovery capabilities for SAP Hosting.

Looking Ahead

TCCtech aims to transform Thailand into the leading Asian market for cloud services. The company sees a near-term opportunity to capitalize on the growing cloud markets of Indochina, Southeast Asia, and Asia Pacific. As part of its next phase of growth, TCCtech will focus on identifying different cloud solutions for various business disciplines, with a planned product expansion to add Desktop-as-a-Service to its existing cloud services and capabilities. TCCtech will continue working closely with VMware in this journey, because of the value that VMware creates and delivers to its customers.

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