



TELEKOM MALAYSIA ENHANCES EFFICIENCY AND PERFORMANCE WITH VIRTUALIZATION OF BUSINESS-CRITICAL APPLICATIONS



INDUSTRY
TELECOMMUNICATIONS

LOCATION
MALAYSIA

KEY CHALLENGES

- Need to re-platform TM's SAP environment from a legacy system to a private cloud-based universal, unified platform in a fast, secure manner with minimal disruption and downtime.
- Pressure to improve the system's scalability and performance, which would allow greater business agility and greater freedom to prioritize new business-related innovations and initiatives.

VMWARE FOOTPRINT

- VMware vCloud Suite Enterprise
- VMware Professional Services Organization (PSO)

Telekom Malaysia Berhad (TM) is taking the next leap in virtualization with VMware's software-defined data center (SDDC) solutions and services. It migrated its business-critical SAP system seamlessly from legacy systems to a cloud environment, providing flexibility, agility, scalability and a standardized operating environment across departments to foster greater innovation and growth. To TM's customers, the benefits are clear: their connectivity needs will be fulfilled more effectively and efficiently, resulting in an enhanced service experience.

Customer Profile

Telekom Malaysia Berhad (TM), Malaysia's leading converged communications services provider, offers a comprehensive suite of communication services and solutions in fixed line (telephony and broadband), mobility, content, Wi-Fi and smart services. As a market leader, TM is driven to create value for stakeholders, and is focused on delivering an enhanced customer experience via continuous customer service quality improvements and innovations, while emphasizing operational efficiency and productivity.

The Challenge

TM continues to challenge itself in the creation of a robust telecommunications network and IT infrastructure that can help the business achieve its vision of being effective, efficient and elastic. As the nation's leading converged communications services provider, this vision forms the crux of TM's adoption of technology to stay at the forefront of its business, not only to meet the high service expectations of consumers but also to manage its IT systems optimally with guaranteed service delivery to its internal stakeholders.

TM overcame its initial challenges around resources, simplifying its IT environment onto a single, unified platform that increased manageability, efficiency and agility. The company continues to explore ways to improve the performance and the scalability of its system to allow greater business agility and freedom. This, in turn, allows TM to prioritize new business-related innovations and initiatives.

TM's SAP environment, a vital component in its operations, is housed in its Group Enterprise Management System. As one of its key business-critical applications was still running on a legacy system – with some of these systems being in operation for over 10 years – TM decided to re-platform the existing SAP environment to the iGrid private cloud. This decision was timely as TM wanted to ensure better agility, cost effectiveness and greater innovation to its overall system and operations, while addressing the challenge of working on systems that have reached end of cycle and the limits of infrastructure and

“VMware and CTC not only provided us support in developing our own private cloud, but their experience and expertise also gave us the confidence in the optimal deployment of the private cloud across our organization, allowing us to reap the full benefits of a virtual environment.”

MAHATHIR SAID, GENERAL MANAGER,
GROUP IT, TELEKOM MALAYSIA BERHAD

BUSINESS BENEFITS

- Greater private cloud capabilities, accelerating time-to-market of new systems
- Improved business agility, allowing non-disruptive testing and seamless scalability
- Enhanced ability to facilitate innovations and initiatives that drive business

PARTNER

CTC Global Sdn. Bhd.



resource expansion. Furthermore, there was an imminent risk of discontinuing support for its legacy applications on the existing hardware platform that underpinned its business-critical systems.

With its business-critical applications being fundamental to operations, TM cannot afford process disruptions. The transition had to be fast, secure and reliable with the least amount of disruptions and minimal downtime while ensuring the new platform could handle the load upon migration.

The Solution

Virtualizing TM's SAP environment with VMware's SDDC platforms was necessary for future competency. The strategy to re-platform and migrate its SAP environment would require the changing of its server hardware, operating system and database. This migration required more than cloud experts and specific application domain knowledge to ensure full optimization after migration.

TM worked with CTC Global Sdn Bhd (CTC), the solution integrator for the project and VMware's Professional Services to assess its environment in determining the best approach to migration onto VMware's SDDC private cloud platform.

The assessment of the system involved understanding its current configuration and performance. VMware's professional services team worked in collaboration with CTC to determine the design and sizing of the target environment for migration. This was necessary to guarantee a flexible, expandable and resilient system that could operate at the required maximum operating capacity at any given time.

Having significant knowledge and experience working with SAP environments, the professional services team from VMware ensured that best practices were employed in the migration of SAP systems to the virtualized platform. The presence of VMware's domain experts also allowed for validation and further optimization when the system went live, ensuring that TM's operations transitioned seamlessly.

Business Results and Benefits

Supporting its vision of being an effective, efficient and elastic business, TM improved its SAP infra-readiness from three months to less than five days. The business is now operating on a more streamlined and high performance system with at least 75-percent reduction in hardware cost, 25-percent reduction in software costs alongside significant performance improvements of up to 70 percent across all business functions.

The SAP migration further transformed TM's capability in disaster recovery, cloud management, operations and virtual infrastructure, offering an overall efficient work environment that was agile, flexible and performing at optimum cost and performance.

“Beyond financial savings and operational optimization, this deployment has a noticeable impact on overall employee productivity,” said Mahathir Said, General Manager, Group IT, TM. “We saw an improvement of up to 60 percent



improvement in terms of time required to complete a task. This positively bolsters our efforts to ensure a working IT environment that contributes to TM's service delivery, both internally and externally.”

Looking Ahead

With a fully automated infrastructure of servers, network and storage, as well as a virtualized SAP environment on a single, unified platform, TM plans to further expand its private cloud solution. The expansion will allow the support of huge in-memory databases, as well as analytics and business intelligence applications that augment business potentials. TM will also be exploring further enhancements for its systems to allow application and database level automation, ultimately improving its application development capabilities.

