



# NTT ICT's private cloud drives HANA platform in government data centre

HPE pre-certified SAP HANA platform meets stringent data centre reform criteria

## Objective

Create a platform to support multi-tenancy for SAP ERP that is: secured to a high standard, easy to scale and delivered using cloud-like economics to provide cost efficiencies and transparency

## Approach

Worked with long-time partner HPE to deliver a pre-certified SAP HANA platform to power the new multi-tenant ERP platform

## IT Matters

- Built new platform to consolidate multiple disparate instances of the SAP ERP
- Delivered a SAP certified multi-tenanted HANA platform
- Delivered an ISO 27001 compliant multi-tenanted HANA platform

## Business Matters

- Delivered a private cloud platform to support a multi-tenanted SAP ERP in time and within budget to meet custom requirements
- Reduced the risks associated with compliance and technology integration by adopting HPE's factory integrated ConvergedSystem



Timing, security, cost minimisation and the low-risk installation of a hosted, multi-tenanted SAP HANA platform was the criteria against which NTT ICT delivered. Hewlett Packard Enterprise (HPE) provided the pre-certified HPE ConvergedSystem 500 solution.

## Challenge

### Meet an aggressive delivery schedule to service unprecedented demand

The government required a consolidated cloud-based SAP platform to reduce the costs and risks associated with managing disparate instances and varied business processes for the ERP.

“It made sense to choose the pre-certified and pre-installed HPE solution; which would be the most timely to deliver. Hewlett Packard Enterprise had the most complete technical solution given the business requirements for security, shortened delivery schedule and low risk, for the complex ERP solution our client was seeking.”

— Joseph Vijay, director strategy and partner alliance, NTT ICT

The goal was to attract early user adoption by making ICT services available ‘on tap’ within an aggressive time frame. Departments would then be able to migrate their ERP with minimum disruption to their operations and enjoy the benefits of the new services without major capital expenditure. Additionally, this new ICT ‘as a service’ would mean that departments could instantly de-risk and enhance their experience by adopting new features on current stable versions of the platform. The success of this project would create a key foundation service within the government’s state of the art data centre and expand its ICT market place.

**Operate to stringent Service Level Agreements and high security standards**

The new ‘as a service’ SAP HANA platform needed to support multi-tenancy without compromising the user’s security or experience and would also need to satisfy stringent requirements for ISO 27001, as well as fully complying with SAP’s certification for HANA. The aggressive delivery schedule meant that NTT ICT had to adopt a design and service model that could quickly adapt to meet evolving requirements.

NTT ICT was a natural choice given its years of experience delivering and operating similar, complex platforms, and would therefore leverage its immense experience, skill/know-how and compliance with ISO 27001 to significantly reduce delivery costs and time. NTT ICT was looking for a partner which had the technology and implementation expertise to effectively complement its own years of experience and help make this project a success.

**Solution**

**Integrated, pre-installed and pre-certified**

NTT ICT decided on the HPE ConvergedSystem appliance for SAP HANA as it was well suited to deliver the technical and business requirements needed for this project. The solution provider’s adoption of this factory-configured, pre-certified SAP appliance meant that it could avoid SAP’s lengthy certification process post installation and fast track its build and integration. Additionally, the maturity of this HANA appliance, plus its relationship with HPE, gave NTT the assurances it needed to accept the higher operating standards demanded by this project.



Joseph Vijay, director of strategy and partner alliance, NTT ICT says: “Our strategy was to partner with an industry leader that could provide us with the technology and support to help significantly de-risk this project. HPE made it easy for us to select it as it had the most mature, pre-configured and pre-certified SAP HANA appliance for our purpose, and our relationship of 20-years meant that we had the implicit trust in place to manage unplanned requirements as they emerged.”

Another challenge facing NTT ICT was the steep learning curve associated with adopting the relatively new HPE ConvergedSystem 500 technology within an aggressive time frame.

“It was pivotal that we were comfortable in the capability of the appliance to support the multi-tenanted, hosted solution we were proposing. We needed to not only know how to operate the HPE appliance, but to understand how to troubleshoot and find solutions to problems quickly to deliver a quality experience for the user. The HPE Technology Services team did a great job of helping our team upskill in a relatively short time frame.”

Timing proved a constant challenge throughout the project’s implementation. An unexpected outcome was that the delivery schedule would coincide with the Chinese New Year festival. Vijay recalls: “This meant HPE factories and delivery would be either delayed or on hold because of the holiday period. However, HPE went to great lengths to pre-order and provision the solution in Australia to avoid the installation being impeded by this event. The result was: we delivered on time.”

## Benefit

### Security, savings and timing

Once operational, the success of this programme would only be realised if customers were willing to use it instead of augmenting their current bespoke solutions or building new ones. To achieve this NTT had to be sure that the platform offered guarantees for data security and performance under load at a reasonable cost. Vijay says: “We had to get the solution right to ensure there was no overlap nor inadvertent access of a customer’s data by another and that the platform was robust enough to deliver performance even under heavy usage.”

## Customer at a glance

### Applications

Data Centre consolidation

### Hardware

- HPE ConvergedSystem 500

### HPE Services

- HPE 24x7 Proactive Care Service

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“Hewlett Packard Enterprise provided a great deal of support to help our team meet key milestones during the sales process and skill up to implement and operate the HPE ConvergedSystem for this platform.”

— Joseph Vijay, director strategy and partner alliance, NTT ICT

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NTT worked closely with HPE not only to size the platform to outperform expectations at a reasonable cost but also to support change with minimal disruption to the customer. The converged system provided the horsepower necessary to deliver the intended performance and the factory-integrated updates meant that regular patching could be completed in less time and with minimum risk to operations. Additionally, the regularity and consistency of these updates meant that the customer could feel confident about the security available to protect their sensitive data, as well as having access to features that would deliver the best user experience.

“The use of a factory-integrated HPE ConvergedSystem would reduce the risk and our time to install system patches and hence alleviate our engineers from undue pressure. It also meant the customer could apply application upgrades effectively and efficiently because the pre-work had already been done by HPE and SAP on its behalf. Furthermore, having access to HPE SAP certified engineers meant that we could entertain more complex upgrades without fearing the risk of non-compliance with SAP’s strict regime.”

The customer demanded cloud-like flexibility and pricing to drive early adoption and NTT delivered just that. Its investment in internal DevOps to automate and orchestrate platform management, decade-long experience operating sophisticated customer environments and a platform design that supported the seamless consolidation of disparate instances of the ERP translated into direct cost savings for the customer. The HPE ConvergedSystem provided an integrated architecture for the HANA component of the solution which directly enabled NTT ICT to deliver results to its customer. In addition to benefiting from the obvious operational efficiencies, the customer would now be able to focus its people and surplus budget towards their projects.

“The strength of our partnership with Hewlett Packard Enterprise has really delivered for this project. As with any IT project there are unavoidable things that can crop up and it’s important that we can rely on our partner to help us find a solution.”

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