

## Profile

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Taparia Tools Limited is an ISO 9001 accredited company, leading Manufacturer & Exporter of Hand Tools like Adjustable Spanners, Screw Drivers, Pliers, C-Clamps, Hammers, Chisels, Punches, Sockets, Pipe Wrenches, Double Open Ended Spanners, Single Open Ended Spanners, Ring Spanners, Allen Keys, Bolt Cutters, Tin Cutters, Cable Cutters, Gear Pullers, Pipe Vices, Hacksaw Blades etc.

Taparia Tools Limited having their head office in Maharashtra also has 32 branches across the country along with 4 manufacturing plants. The company is well equipped with the technology. All their branches are connected with each other through SAP application which helps everyone stay updated with the operations of the company, in real time.

### Challenge

Taparia Tools was looking for a DR site for their datacenter to ensure 100% availability and efficiency

### Solution

Co-located their Servers with us and formed a partnership making us exclusive dedicated server and Datacenter services provider

## Business Challenge

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Taparia Tools Limited is a reputed manufacturing company where information protection and backup is critical to its operations. Also, with their operations across various locations, synchronizing information in real time is exceedingly important for smooth running of their business. Any occurrence of downtime or due to lack of resource availability can directly translate into heavy losses for the organization.

Taparia Tools owned and maintained a datacenter at their facility in Maharashtra, India, but it was plagued with many problems. Their datacenter, having been in existence for some time, did not meet the latest standards and was not upgraded to latest technologies. Such short comings resulted in frequent and prolonged technical issues occurring in their datacenter. Also, frequent downtime meant loss of business and maintenance of huge IT staff to take care of such outages.

Also, Taparia Tools had not provisioned a backup for their mission critical data, and their datacenter did not have an alternate, Disaster Recover (or DR) site. Taparia Tools was looking for a DR site outside of their primary place of operations. Also, their servers had become obsolete that needed upgrades to go with the latest technologies. Their self owned and maintained datacenter was turning out to be not just technically backward, but also tedious to operate and maintain, resulting in increased costs ultimately impacting their business negatively.

They were looking for a datacenter to maintain their servers and also host their SAP application. They needed a provider who could gauge their business needs accurately and provide services and expertise required to efficiently run their servers as well as host their application without downtime.

## Solution

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We realized that Taparia Tools's critical requirement was to ensure proper Server Management and efficient Hosting without downtime. We decided to colocate their servers to our datacenter known for its state-of-the-art infrastructure. We were able to provide robust services in terms of Bandwidth and Connectivity besides migrating their entire SAP environment (application & database) and ensuring uptime. The services offered by us were:

1. Datacenter facility to co-locate ERP based servers and applications

2. Helped Taparia Tools procure suitable Hardware.
3. RF Point-to-Point connectivity was provided and monitored by us, connecting the locations of both organizations with 4 MB Fibre connectivity.
4. Online / offline scheduled backup of all ERP servers to Taparia Tools.
5. 24 \* 7 Monitoring of ERP services and servers, storage and other devices.
6. Scheduled maintenance operations and tasks conducted by us.
7. We also provide the high end ISP backend and Public IPs to ERP servers for remote application access and administration.
8. Guaranteed 99.95% uptime.
9. Oracle DBA for ERP technical support.

## Solution Benefits:

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Taparia Tools has greatly benefitted from services which included datacenter facility, connectivity and bandwidth. Better synchronized information across various operation centre, coupled with efficient server management resulted in significant cost reduction. Also, the IT staff could now better focus on critical operations rather than solely maintaining the datacenter. Following points show major DC facilities by which Taparia Tools saved huge cost in IT department and also in ERP facility in Datacenter:

1. State-of-the-art datacenter facility to co-locate ERP servers.
2. Power with N+1 Chloride UPS.
3. N+1 air conditioning with generator power backup.
4. Multiple Cummins Diesel Generators.
5. Fire Detection using VESDA and smoke detectors.
6. FM200 fire suppression.
7. Multiple fibre-optic ducts in premises.
8. Ring cabling path till access layer switch.
9. 24 \* 7 NOC, support team and security operations.
10. Complete redundant and high availability environment.
11. Complete control and access over colocated servers with KVM-IP or terminal access.
12. Cisco anomaly guard and detector modules integrated with core router to mitigate the DDoS attack.
13. Zero server downtime and data security ensured by eNlight with its automated HA, regular backups and state-of-the-art storage.