

CUSTOMER SUCCESS

Nilfisk Cleans Up its SAP Landscape with smartShift



smartShift's Intelligent Automation Reduces Nilfisk's 3-year TCO by \$4M+ and accelerates cloud adoption

Based in Denmark, Nilfisk is one of the world's leading manufacturers of cleaning products. From vacuum cleaners to automated floor scrubbers, across many industries and specializations, Nilfisk is an industry leader in technology-enabled cleaning solutions.

Seeking to reduce the considerable expense and instability of their SAP platform hosting and maintenance, Nilfisk's CIO sought out bids to modernize their systems and move them to the cloud. All bids were rejected because they were too expensive, too long and too risky.

The project was put on hold until a proposal from smartShift led to a fixed-bid, SLA-guaranteed, automation-accelerated implementation. smartShift modernized Nilfisk's core applications to SAP HANA and migrated their entire SAP landscape to a private cloud.

Nilfisk chose to embrace cloud infrastructure even more by taking advantage of smartShift's "Infrastructure as Code" portability, moving from private cloud to Microsoft Azure. They are enjoying a much higher level of service and availability with smartShift's managed services providing them the flexibility to stay up to date and scaled for growth.

Project Highlights

- Intelligent Automation removed technical debt incurred from years of "break-fix" focus
- smartShift reduced the upgrade timeframe to 6 months
- smartShift cloud economics and automation reduced cost by 50%+
- smartShift CMS provides full-stack support on the cloud of Nilfisk's choice, including future technical upgrades and optimization
- Nilfisk pays a single fixed monthly bill (with migration cost amortized in), resulting in a 33% reduction in total monthly expense
- smartShift Cloud Infrastructure Portability expedited a transition from private cloud to Microsoft Azure

Challenge

- SAP ECC6 (10+ years out of date), heavily customized
- Only 87% uptime, causing factory/warehouse disruptions
- Hosting and 'break-fix' AMS was expensive, low value
- Multiple data centers with fractured support and difficult problem isolation
- Tight timeline to avoid legacy contract lock-in

Project Scope

- HANA migration to cloud for SAP ECC & BW systems
- Cloud migration for SAP CRM & SCM systems, along with multiple ancillary systems
- 4,500+ custom code objects (over 415,000 lines of code with 75,000+ detected issues)
- Phase 2 "Infrastructure Portability" migration to Azure

smartShift Result

- Large HANA performance gains (10x faster in some cases)
- 60% reduction in project time
- 30% reduction in testing effort
- \$900K/year reduction in hosting/CMS cost
- Zero capital investment for cloud migration and HANA upgrades
- Phased adoption of full cloud capability

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Phase 1 – HANA Cloud Migration

“We required a turnkey and simple solution to modernize and manage SAP so we can focus our resources on more strategic technology challenges. That’s why we partnered with smartShift.”

– Thomas Okke Frahm, former CIO of Nilfisk

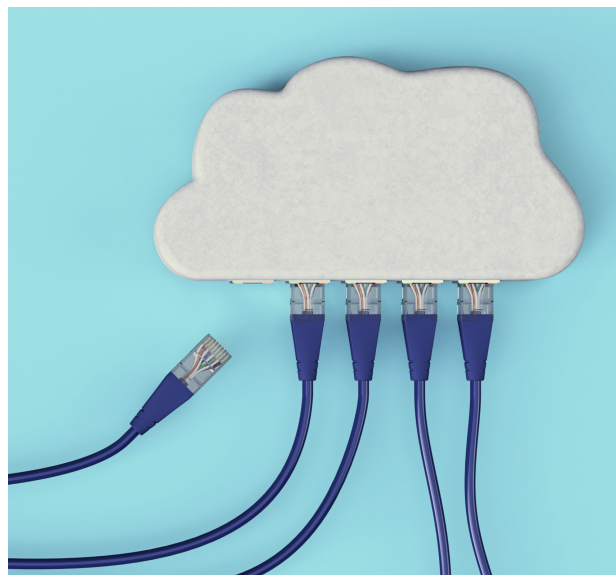
The biggest change was that smartShift had to lift-and-shift Nilfisk’s SAP system to the cloud prior to HANA migration to avoid server and network constraints. Despite significant constraints, smartShift was able to successfully complete the full migration in 9 months, helping Nilfisk avoid hefty additional charges from having to renew hosting contracts with its incumbent provider.

At every step, challenges were addressed with expertise, flexibility, and an unwavering commitment to the customer’s success. For example, when network issues in the legacy data center threatened to delay go-live, smartShift physically transported data via airplane to the new data center in Amsterdam to keep the project on schedule.

smartShift helps Nilfisk overcome unforeseen obstacles to make the project successful

smartShift delivered analysis and planning for the migration to HANA in only 2 weeks, preparing to migrate Nilfisk from its incumbent hosting provider to a private cloud.

Once the project was underway it immediately became clear that this was not going to be a simple migration. Due to technical and architectural issues in their hosted environment, smartShift had to adapt and redesign the migration strategy mid-stream.



The Results – Better Uptime & Performance, Simpler Cost Structure

smartShift’s team planned and executed the project in an exceptionally tight timeframe, using their expertise and experience to overcome unanticipated roadblocks. As a result, Nilfisk successfully migrated to HANA and was able to take advantage of cost savings and advanced functionality.

smartShift’s agile approach helped avoid critical downtime during the migration. HANA provided immediate measurable improvements, with some programs seeing 5x improvements.

Nilfisk gained the advantage of a fixed monthly cost (shifting their formerly capital-cost infrastructure to a pure operating-expense model) and single-vendor accountability for hosting its SAP solution, as well as a subscription model that provides ongoing upgrades and support for years.

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Phase 2 – Nilfisk fully embraces the cloud, moving to Azure



Nilfisk's Evolution Continues – Microsoft Azure Provides the Foundation

Following Nilfisk's successful HANA cloud migration, smartShift proposed moving Nilfisk's SAP infrastructure from the private cloud to Microsoft Azure to take advantage of even lower infrastructure cost, to give them the higher elasticity and scalability required to meet ever-changing business demands.

smartShift gave Nilfisk a 14-week plan, including an Azure Proof-of-Concept to identify any potential challenges and performance bottlenecks. The PoC was completed in 4 weeks, allowing smartShift to identify opportunities to refine the automation of Azure infrastructure deployment and configuration to fully optimize the lift-and-shift of Nilfisk's production landscape..

Once again, there was a very limited window of opportunity to perform the migration. In addition to automation, lessons learned in the PoC optimized smartShift's plan. Development, Quality and Production systems were all migrated in 8 weeks.

On Azure, Nilfisk has seen a considerable improvement in system performance (which was already vastly improved when they went to the private cloud.) They've enjoyed a 30% runtime reduction in many business-critical jobs! Since the migration, Nilfisk's SAP landscape has been stable, performant, cheaper, and capable of supporting their need for ad-hoc flexibility.

From here, Nilfisk's path to the clean-core S/4HANA paradigm (espoused by RISE with SAP and smartShift's own best practices)–including side-by-side extensions and microservices–is clear. As a company already innovating in robotics and IoT, the ability to more seamlessly integrate their ERP system into how they interact with customers, vendors and other business partners is a natural evolution for Nilfisk.

Project Highlights

Fast and smooth migration to Microsoft Azure powered by smartShift Intelligent Automation™

- Cost reduction realized due to smartShift Right- and Tight-Sizing
- SAP Infrastructure performance increased
- Supporting customer's strategy and migrate to an enabling IT platform (Microsoft Azure) to ensure tomorrow's success

Project Scope

- Migration of SAP Systems from private cloud to Microsoft Azure
 - ECC on HANA
 - BW on HANA
 - CRM on MaxDB
 - SCM on SYBASE
 - PI on MSSQL
- Business Objects and Data Services
- Cloud Connector
- Disaster Recovery Setup
- Azure Infrastructure Setup