



SERUNION

Performance increase migrating to AWS

Serunion migrates the rest of their systems to AWS cloud including Microsoft SQL avoiding instability and more hardware investment and reducing costs and time.



After more than **30 years leading the food community sector in Spain, Serunion offers an approachable and personalized service thanks to its network of 25 offices, 5 vending offices and 14 central kitchens spread all over Spain.** Today they have presence in all activity segments through different divisions: Serunion Educa (educational centers); Serunion Business & Industry (companies and institutions); Serunion Health (public and private hospitals); Serunion Vitae (residences and day centers); Serunion Vending (automatic power distribution) and Singularis (author catering).

Chaired and run by Antonio Llorens, the company demonstrates year after year its **commitment to innovation and digital transformation**, a transformation that is changing the way in which they interact with their audience. In this escenario, cloud computing is the key driver strategy for its digitalization process.



The Challenge

Serunion's first contact **with the cloud was in 2017. At that time the company experienced a significant growth in the number of customers and users** and its infrastructure and resources were not able to cope with it any longer. **A quick response was needed and the answer was found in the cloud**, moving their Oracle 11g backoffice processes database together with SAP BI and SAP BusinessObjects to Amazon Web Services (AWS). Their web services -called Serunet- were also migrated to AWS gaining better service availability and improving traffic requirements response times.

After completing these projects, the company had part of their systems on-premise and other parts in the cloud. In 2017 there was a change in the technology's direction of Serunion and the new CIO, Luis Miguel Martín, established **the stability of all systems as the top priority. This was the new starting point to address digitalization within the company as we all to provide business strategy support.**

In this second phase cloud was once again the best alternative. "It was necessary to stabilize the systems without investing on infrastructure or waiting to buy more hardware or software. It was clear to us that **the cost of instability was higher than the cost of moving everything to the cloud.** After getting stable systems, our plan was to optimize them and benefit from the platform's flexibility, performance and cost savings that AWS cloud provides", emphasizes Luis Miguel.

In this process, **our technical team was accompanied at all stages by Syntax because of its deep knowledge of AWS", adds the CIO.**

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Luis Miguel Martín

CIO

Serunion

The Solution

In the second phase, the company migrated the following systems to AWS: Microsoft SQL database environments, Citrix, SAP Human Resources Solutions, Corporate Sharepoint, as well as Print Queues, software and infrastructure management databases or management software for the Vending business unit. As a result, nowadays, **all of Serunion ´s systems are on AWS public cloud**, with the exception of their SAP ERP system, as it is managed at a corporate level, by the Elior Group systems organization.

The project **was executed in 6 months and various AWS services where used, like Amazon EC2, Amazon VPC (Virtual Private Cloud), Amazon S3, Amazon RDS (Relational Database Service), Amazon ELB (Elastic Load Balancer), Amazon Workspaces or AWS AD Connector (Active Directory Connector).**

Luis Miguel Martín highlights from this initiative that “it was clearly critical the evaluation phase and the migration planning. By doing so we reduced the risk”. That prior planification allowed speeding up the deployment server by server and always within consistent entities. **“The deployment was done without incidents, on the weekends and it was very successful; our users did not notice any changes or disruptions”**, adds the CIO.

“From IT we are now prepared to accompany Serunion ´s ambitious growth strategy, in the core business and in other adjacent initiatives”

Luis Miguel Martín
CIO
Serunion



The Benefits

While in the first migration project **Serunion achieved more flexibility, better performance, response times and scalability, on the second stage the benefits were in line with lowering incidents, gaining stability, performance and cost saving improvements.**

According to their initial KPI's, **the incidence rate decreased by 20%. On the other hand, system performance increased by 40%** due to the stability achieved with regards to the cost savings. This was reflected with a reduction of the time spent to systems administration tasks and lowering substantially the time supporting user´s incidences, which allows now the team to focus on other more valuable tasks.

In summary, and as the CIO explains, “from IT **we are now more prepared** to accompany Serunion´s ambitious growth strategy, in the core business and other adjacent ones”.

The Future

Now that their systems are in the cloud, **the technology team can focus on other initiatives.** Throughout 2020 the organization will promote initiatives such as the development of apps for the Educa sector and the optimization of data management, based on Business Analytics solutions. Furthermore, it is on the pipeline the implementation of a SaaS presence control system.

These macro projects also include **optimization tasks on their more than 3,000 work centers and the integration of the group's ERPs.**



ABOUT SYNTAX

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Syntax has undisputed strength to implement and manage ERP deployments (Oracle, SAP) in a secure, resilient, private, public or hybrid cloud. With strong technical and functional consulting services, and world class monitoring and automation, Syntax serves corporations across a diverse range of industries and markets.

Syntax has offices worldwide, and partners with Oracle, SAP, AWS, Microsoft, IBM, HPE, and other global technology leaders. Learn more about Syntax at www.syntax.com.



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