



ENHANCED BUSINESS EFFICIENCY WITH SUCCESSFUL MIGRATION TO OCI: A STRATEGIC APPROACH

Abstract

This case study explores the strategic practices involved in migrating our client's business-critical applications to Oracle Cloud Infrastructure (OCI) for enhanced business efficiency. The case study discusses the key business objectives, integration requirements, migration strategy, challenges, and the Infosys solution for handling the cloud migration. Infosys leveraged internally built accelerators, best practices, and security principles to achieve a sustainable cloud journey for the client.

Client Background

InSinkErator, with their "We Come To You" In-Home Limited Warranty, is the world's largest manufacturer of food waste disposers and instant hot water dispensers for home and commercial use. The company is globally distributed across 80 countries with presence in North America, Europe, and the Asia-Pacific region. They manufacture innovative products with superior performance, trouble-free operations, and fast and easy installation.

InSinkErator had clear objectives they wanted to achieve with the migration to OCI:

Availability

Scalable architecture to host their business-critical workloads and ensure business continuity

Agility and integration

Accelerate the development and deployment of solutions with seamless integrations to existing applications without any major rework and extensive testing

Scalability and performance

Build a high performance and scalable cloud platform for hosting their applications and optimizing resources to keep costs under control



Security and compliance

Build a secure cloud environment and stay compliant with enterprise network security standards

License tracking

Establish better license tracking for their applications and databases. Replace expensive printing solutions with cost-effective options

Enhanced experience

Transform the experience for customers and users by providing a high-performing solution



Established in 1938, InSinkErator was an integral part of Emerson Electric since 1968 and was recently acquired by Whirlpool Corporation in 2022. As a part of this acquisition, InSinkErator was required to segregate their applications and migrate onto a reliable infrastructure to run their business.

Infosys, a next-generation digital services global leader, worked closely with InSinkErator to understand their business needs. We helped separate the applications as well as accelerate their cloud transformation journey. This strategic collaboration helped InSinkErator complete their cloud migration on schedule. It further provided enhanced user experience and helped them achieve operational excellence leveraging the next-generation OCI platform.

The transition to OCI was seamlessly and successfully completed in September 2023, within the divestiture Transitional Service Agreement (TSA) period.

Infosys as a Strategic Partner

Key Challenges

Following its divestiture from Emerson, InSinkErator was posed with several challenges while transitioning to a new standalone ERP hosting platform.



Data transfer and masking

Establishing secure connectivity and transferring large volumes of data while minimizing downtime with no data loss; segregating relevant data from the existing applications and masking data that was not relevant to InSinkErator



TSA adherence

Adhering to the transitional service agreement (TSA) between Emerson Electric and Whirlpool Corporation and completing the migration within the agreed timelines to avoid high costs



Security compliance

Addressing security concerns for data transfer and multi-organizational connectivity



Boundary applications and integration technology

Identifying and integrating boundary and third-party applications as well as banks with the new platform while ensuring that the user experience was transparent during this migration; collaborating with various integration teams and understanding their technology and platforms to ensure a smooth transition



Industry compliance

Staying compliant with industry standards and adhering to regulations such as HIPPA/GDPR/PCI-DSS as part of this acquisition



Cost management

Effectively managing resources to control costs while avoiding any gaps and unforeseen issues; reducing the product licensing fees for applications and databases as applicable



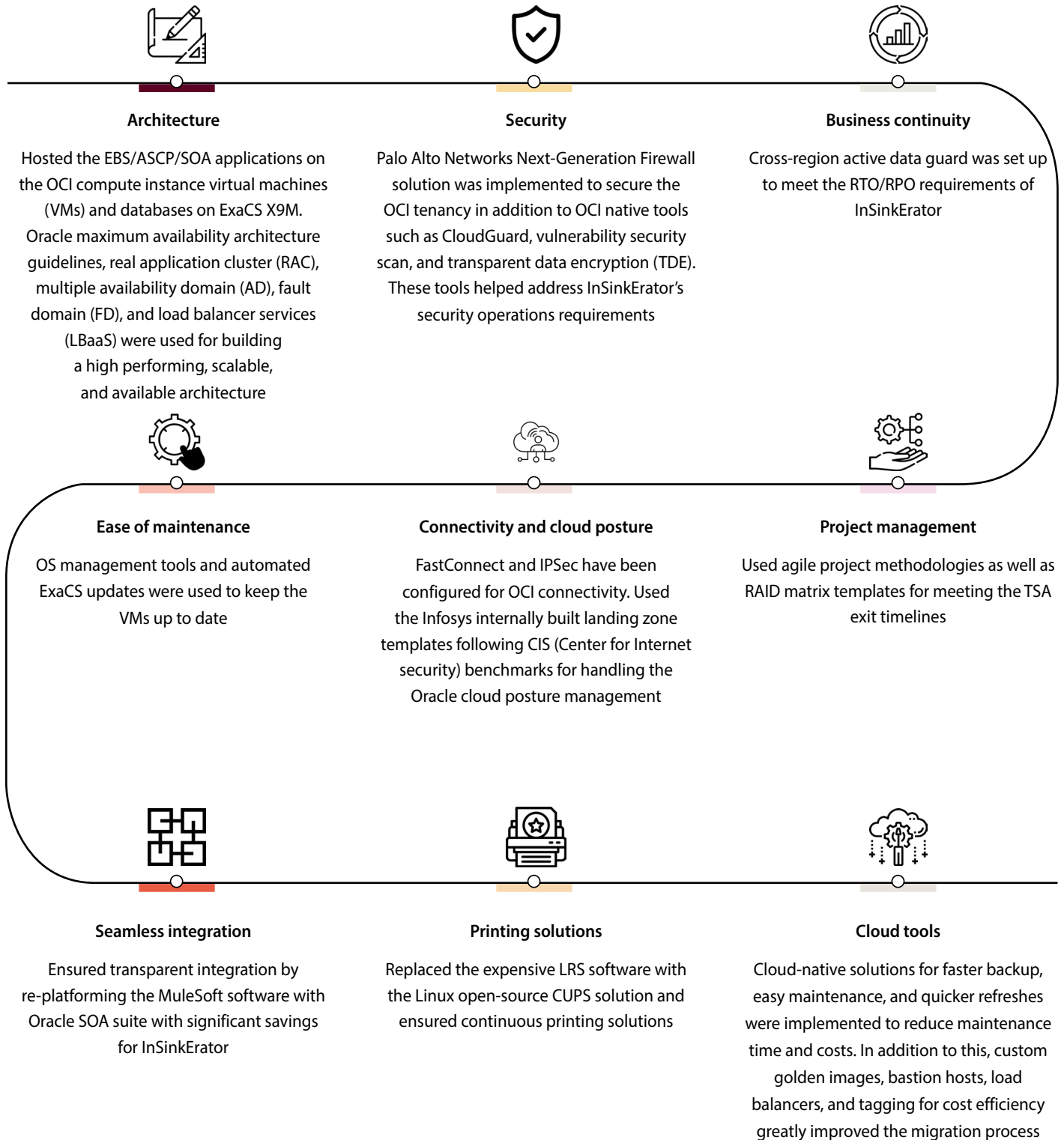
Performance

Providing a high performing platform to run business-critical applications and meet all business goals

Infosys Solution

Infosys recommended Oracle Cloud Infrastructure for InSinkErator as a part of their overall digital and IT transformation projects to stay competitive, comply with internal mandates to improve overall enterprise efficiency, and migrate to best-in-class infrastructure.

During this process, Infosys deployed internally built accelerator tools, security framework, and landing zone best practices to speed up the migration. The process involved implementing the following solutions:



Benefits

InSinkErator's vision was to utilize cloud technology as a business transformation tool to meet digital and IT transformation projects and stay competitive using next-generation cloud infrastructure. During their transformation journey, InSinkErator achieved their business objectives both qualitatively and quantitatively.

Qualitative Benefits



User experience

Users are experiencing high availability and performance during the month-end closure and day-to-day activities, enabling them to focus more on their business objectives. The analytics module can retrieve data and update dashboards on time for faster and more accurate decision-making.

Security and compliance

Using Oracle zero trust security principles and Palo Alto Networks Next-Generation Firewall, security has been strengthened on OCI, providing greater flexibility in securing both internal and Internet-based applications. Cloud posture is being continuously monitored using Oracle CloudGuard which generates alerts in case of any anomalies. We used Oracle events services for continuous OCI auditing and adherence to industry compliance requirements.



Total cost of ownership

InSinkErator has reduced the total cost of ownership (TCO) on hosting their applications, licensing fees, as well as maintenance activities. Oracle cost advisor is constantly utilized to optimize the cost of OCI resources.

Speed and agility

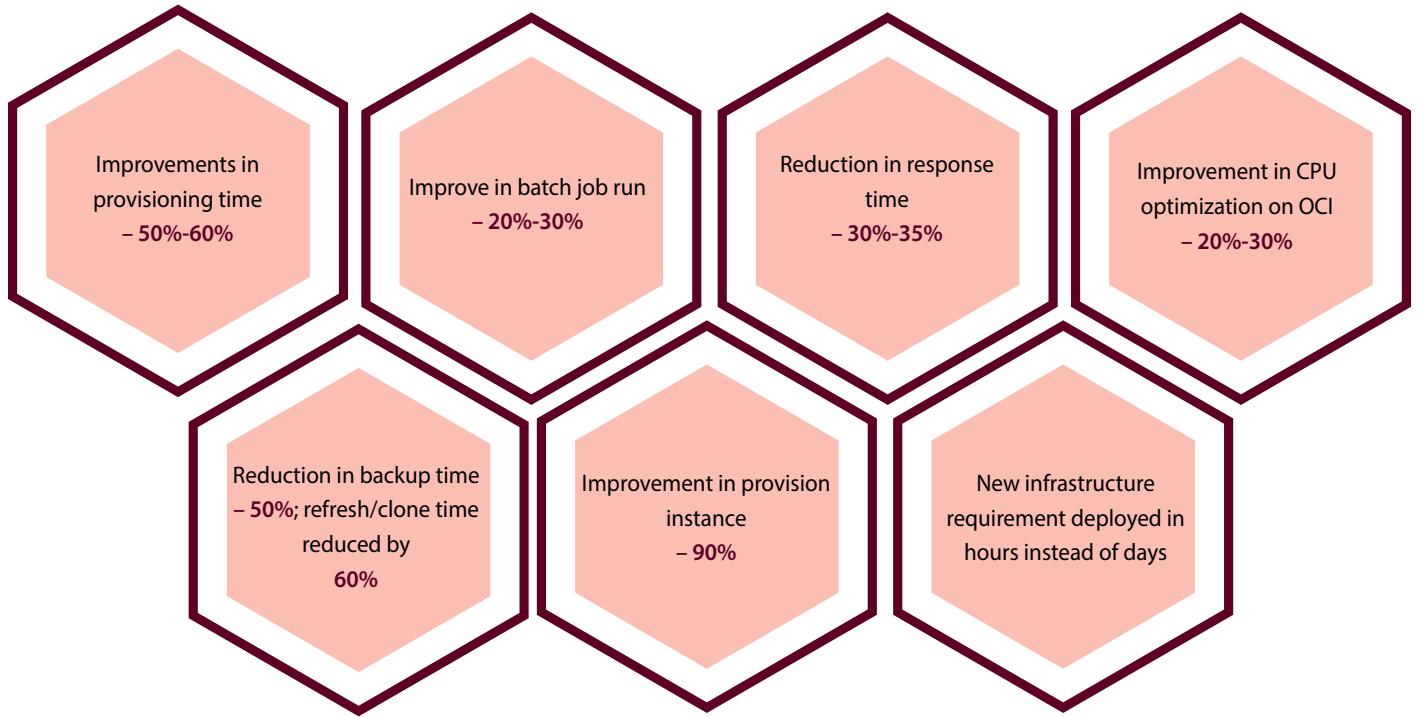
Using Oracle Cloud capabilities, InSinkErator has achieved enhanced business agility and reduced product launch cycle times. Project timelines have been reduced due to greater flexibility following infrastructure deployment on Oracle cloud.



Disaster recovery

Infosys deployed cross-region disaster recovery using Oracle DataGuard on ExaCS with better RTO/RPO on OCI (from 4 hours to 15 minutes). The application layer is constantly synchronized with operating system tools.

Quantitative Benefits



Conclusion

The strategic partnership with Infosys helped InSinkErator complete their cloud migration to OCI seamlessly. This case study has detailed the tangible benefits of cloud transformation achieved by InSinkErator due to increased availability, scalability, and operational excellence. With OCI, Infosys has established a robust platform for continuous innovation using next-generation technologies, thereby improving operations, and making the business more agile in Western Europe, North America, and, China regions. This has enabled greater innovation and smoother delivery of new products to the market.



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact askus@infosys.com



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