



## SUCCESS STORY

# RS COMPONENTS

“One of the main challenges we face is that SAP is the heart of our business and as such minimizing downtime is critical, and while this may be the case in many businesses, to us this was one of the most important success factors of this entire project. Therefore, right from the very early discussions that took place, it was clear that SNP could help us out with this major strategic SAP project. The classical approaches to this did not meet our requirements, and SNP’s approach using CrystalBridge allowed us to ensure we had near-zero downtime during the go-live weekend.”

Michael Parkinson, Head of Engineering Core, RS Components

# Migration to the Cloud with CrystalBridge® Enables RS Components Future Growth and Innovation

## About RS Components

RS Components (RS), founded in 1937 has been providing products and solutions to engineers for over 80 years and is now a global omni-channel solutions partner for industrial customers and suppliers who are involved in designing, building, or maintaining industrial equipment and facilities. RS is a trading brand of Electrocomponents plc which operates in 32 countries, has 7,000+ employees and stocks 500,000+ products sourced from over 2,500 suppliers, shipping 50,000 parcels every day.

## The Challenge

To enable future growth and innovation, RS decided to modernize its enterprise systems and upgrade its SAP estate to the latest release. After reviewing several options, RS chose the Amazon Web Services (AWS) cloud platform to house its global SAP landscape, supported by Atos as its system integrator. As RS runs a 24/7 global operation, it is critical that the important systems that run the business remain available. During the planning phase of the project it was evident that cutover downtime for the project was going to be much longer than desired, causing large business disruption and cost. RS therefore needed to find a solution to this problem and ensure that the upgrade and migration were completed within the available business downtime window.

## The Solution

To overcome the excessive downtime associated with migrating the largest SAP systems to the AWS Cloud, Atos and RS engaged SNP to perform the migration using CrystalBridge® software and SNP's Near-Zero Downtime (NZD) technology.

The project began in January 2020. It was decided that SAP ECC and CRM being the largest systems in the estate, would be migrated using CrystalBridge® software. The first step in the process was to create an empty target system on the AWS Cloud (without data) using CrystalBridge® Shell. This decouples the system from the data, allowing the necessary maintenance to the target system without impacting the operational business. For RS, this maintenance included an SAP enhancement pack and Unicode conversion.

Using SNP's automated solution, the SAP ECC and CRM data is then migrated to the target during system up time, while triggers set on the source system recorded the changes made by the business during this period. This left only a small delta data migration to perform at cut-over, resulting in a very short system outage of a few hours and no risk associated with additional activities such as system upgrades which were already complete ahead of cut-over.

The project was delivered in partnership with Atos, who delivered the migration and upgrade of the remaining smaller SAP and non-SAP systems.

The go-live for the migration took place during one weekend, resulting in a project duration of just eight months and a total downtime of only 7.5 hours for CRM and 10 hours for ERP. In total, more than 6,000 users were successfully migrated to the cloud.

## The Benefits

- Rapid, low-risk migration to the cloud
- Minimal business interruption with near-zero downtime at cut-over
- Shortened overall project timeline with no need for separate projects and downtimes
- Upgrade and migration of multiple SAP components simultaneously
- Zero escalations with no defects post go-live

## Key Facts

<b>Project type:</b>	Migration & Move to the Cloud with NZD
<b>Duration:</b>	8 months
<b>Scope:</b>	SAP ERP and CRM
<b>Data volume:</b>	13 TB
<b>Number of users:</b>	6,330
<b>Affected countries:</b>	Global