



Success Story

Server

Ceylon Biscuits Limited

To support complex manufacturing processes and maintain stringent quality standards, CBL deployed SAP ERP on SUSE Linux Enterprise Server for SAP Applications, with the SUSE® Linux Enterprise High Availability Extension, backed by a 24/7 Priority Support contract. These technologies provide integrated, single-source support for the entire SAP ERP solution stack, and offer exceptional performance, availability and security. With this world-class solution in place, CBL can run efficient processes and keep IT operational costs low.



Overview

Ceylon Biscuits Limited (CBL) is one of the largest and fastest growing conglomerates in Sri Lanka. It manufactures and markets a number of leading local, regional and global brands in biscuits, confectionery, cereal, organic fruit products and other categories. As a technology- and innovation-led producer, CBL serves a global market.

Challenge

CBL is a local success story but its reach and outlook are truly global. To continue serving highly regulated markets in the Americas, Europe, Africa and Asia, the company must conform to international standards in food safety, environmental stewardship, production quality and more. To this end, CBL has achieved and maintains a number of important certifications, including ISO 22000:2005, ISO

9001:2008 and the HACCP International Food Safety Certification.

Priyantha Satharasinghe, SAP Specialist at CBL, said: "Our state-of-the-art manufacturing technologies are backed by rigorous internal processes and best practices. To optimize internal efficiency, achieve economies of scale and prove our capabilities to leading global partners and customers, we decided to standardize on a single ERP solution."

CBL needed an ERP solution capable of managing complex operations across finance, sales and distribution, manufacturing and logistics, integrating all operations from sales forecasting through to the consumption of the finished products. It was imperative to deploy the chosen ERP system on a robust, secure, high-performance platform.

Solution

CBL opted to deploy SAP ERP—including Production Planning, Materials Management, Plant Maintenance, Quality Management, Sales & Distribution, and Financials/Costing—on SUSE Linux Enterprise Server. CBL uses SUSE Linux Enterprise High Availability Extension to run a cluster of two instances of the operating system on HP servers, backed by a 24/7 Priority Support contract.

"The combination of SAP ERP and SUSE Linux Enterprise Server gives us a world-class platform for managing our operations and finances."

PRIYANTHA SATHARASINGHE

SAP Specialist
Ceylon Biscuits Limited



Ceylon Biscuits Limited at a Glance:

Market-leading manufacturer and marketer of consumer brands in biscuits, confectionery, cereal, organic fruit products and other categories in Sri Lanka, with significant global export presence.

■ Industry and Location

Consumer Products, Sri Lanka

■ Product and Services

SUSE Linux Enterprise Server for SAP Applications
SUSE Linux Enterprise Server
SUSE Linux Enterprise High Availability Extension

■ Results

- + Improves SAP application response times by 20 percent versus equivalent platform
- + Reduces cost of ownership considerably compared to UNIX platforms
- + Offers more than 98 percent availability for business-critical ERP system

“Choosing the SUSE operating system enabled us to gain integrated, single-source support for the entire SAP ERP solution stack, from the operating system up to the applications.”

PRIYANTHA SATHARASINGHE

SAP Specialist
Ceylon Biscuits Limited

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“We cannot afford to have any interruptions to our production lines,” said Satharasinghe. “The combination of SAP ERP and SUSE Linux Enterprise Server gives us a world-class platform for managing our operations and finances, and one that is used by major companies in our sector globally.”

Using SUSE Linux Enterprise High Availability Extension provides optimal support for CBL’s highly automated manufacturing facilities.

“If there is a problem with a service or hardware component, the other server in the cluster seamlessly takes over,” said Satharasinghe. “We can then resolve the issue and bring the recovered server back into the cluster—with zero impact on users. This also means that the IT team no longer faces the pressure of needing to fix a single point of failure.”

Choosing SUSE Linux Enterprise Server enabled CBL to gain integrated, single-source support for the entire SAP ERP solution stack. With the Priority Support option, CBL can request support via its SAP Solution Manager. Behind the scenes, SUSE and SAP work jointly to provide rapid and efficient resolution.

“The deployment was easy, thanks to the templates and guidance provided by SUSE and SAP, and the local support from SUSE at this stage was excellent,” said Satharasinghe. “The close relationship and technical alliance between SUSE and SAP means that we can easily access a very responsive

and well-informed support team. This helps us to ensure that our SAP applications are always working optimally for the business.”

Results

“The combination of SAP ERP and SUSE Linux Enterprise Server is trusted by large numbers of global enterprises as a stable and secure platform,” said Satharasinghe. “Our investment in these technologies shows CBL’s commitment to the highest standards throughout our business.”

The process standardization and optimization inherent in SAP ERP help CBL to run an efficient manufacturing business and to demonstrate compliance with local and international regulations. In turn, SUSE Linux Enterprise Server ensures that this business-critical landscape is always available for use.

“Being optimized for SAP ERP, SUSE Linux Enterprise Server for SAP Applications simplifies the systems administration function, reducing the time and effort we need to commit to low-level tasks,” said Satharasinghe. “As well as reducing our operational costs in this way, the SUSE operating system offers lower licensing fees than commercial UNIX alternatives, without any compromise in terms of performance, availability and security.”

With SUSE solutions, CBL has created a robust, high-performance server platform for its SAP applications that will scale cost-effectively over the coming years to support its fast growing business in conformity with international standards.



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