

INDESSO REDUCES I.T. MAINTENANCE COSTS BY 45% WITH RED HAT



SOFTWARE AND SERVICES

Red Hat® Enterprise Linux®

Red Hat Enterprise Linux High Availability Add-On

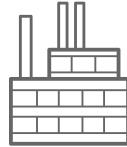
HARDWARE

IBM System x3650 M4 and M5 servers

Indesso is a manufacturer of ingredients for food, flavor, and fragrance, based in Jakarta, Indonesia. The company, founded in 1968, is now the world market leader in the supply of clove oil derivatives. Besides manufacturing natural extracts, essential oils, and other aroma chemicals, Indesso also formed partnerships with various world players for serving the Indonesian market.

Indesso relied on third-party providers to support its IT needs, but grew dissatisfied with high hardware and maintenance costs. As continuous investment in technology and process improvement are central tenets of its business strategy, the company sought a more cost-effective, efficient solution.

To reduce IT costs and improve performance, Indesso successfully deployed a SAP application on Red Hat Enterprise Linux. Migrating to Red Hat Enterprise Linux has lowered IT maintenance costs by 45% and hardware costs by 65%. In addition, the company has gained improved operational efficiency across its business.



MANUFACTURING

540 EMPLOYEES

"Red Hat made it possible to replace our previous high-cost technology with a more recognized, affordable solution that improves our efficiency."

BAGUS DWI LAKSONO
IT MANAGER, PT. INDESSO NIAGATAMA



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BENEFITS

- Reduced IT maintenance costs by 45% and hardware costs by 65%
- Achieved high availability, ensuring business continuity and more robust disaster recovery
- Eliminated need for vendor support, resulting in improved operational efficiency and faster issue resolution

EXCESSIVE IT MAINTENANCE COSTS

Established in 1968, Indesso has grown from a local clove leaf oil producer to a national market leader in aromatic ingredients, food ingredients, flavor, and fragrance. As the company has grown, it has increasingly looked to expand its global business by partnering with international suppliers. Its success has led to being recognized by Indonesia's Ministry of Trade as the country's best-performing exporter for the past five years.

Indesso grew large enough to deploy an enterprise-class IT infrastructure and had invested in IBM AIX, paired with an IBM pSeries server, to run its SAP application. While this system met the company's stability and reliability requirements, the high cost of maintaining operational efficiency became an unforeseen challenge.

"We found AIX to be too expensive to maintain," said Bagus Dwi Laksono, IT manager at PT. Indesso Niagatama. "Although it's quite stable, we didn't have enough competency in-house to maintain the system. We had to rely on support from the vendor, which cost us the equivalent of an additional three to four new servers a year. It was clear we needed to start looking for a more affordable solution."

Maintenance costs were not Indesso's only IT concern. With business becoming increasingly reliant on data, the company needed to ensure the integrity of this data. The company sought a solution that would enable a paperless environment and also meet International Organization for Standardization (ISO) standards.

A NEW SOLUTION FROM A FAMILIAR PROVIDER

Indesso's internal IT infrastructure team, IBM's server principal, and SAP's consultant worked together to assess alternatives to IBM AIX. They considered both Windows- and Linux-based platforms—including SUSE Linux Enterprise and Red Hat Enterprise Linux—to run its SAP applications.

"Any new solution would have to meet significant criteria," said Bagus. "We would need to be satisfied in terms of ease of use, ease of maintenance, cost-efficiency, and stability."

After careful analysis, Indesso chose Red Hat Enterprise Linux to run on an Intel x86 server for its new SAP machine platform. The company chose Red Hat Enterprise Linux not only because it met their needs for SAP applications, but also because of previous success using the platform to run its Alfresco document management system (DMS).

"Red Hat met all of the requirement criteria," said Bagus. "Moreover, our IT team was more familiar with the Red Hat platform than any other option."

IT IMPROVEMENTS GENERATE POSITIVE RESULTS

FASTER ISSUE RESOLUTION

The ease of use of Red Hat Enterprise Linux reduced system complexity. As a result, Indesso's IT team no longer needs to rely on vendor support and can now complete its own maintenance and repair to quickly resolve issues.

"Our IT team can now troubleshoot issues in the system immediately because they're familiar with the Red Hat platform," said Bagus. "We can deal with problems faster, and that helps the business. It leads to improved performance and operational efficiency."

LOWER COSTS

By eliminating the need for support from outside vendors, Red Hat Enterprise Linux helped Indesso reduce IT maintenance costs by 45%.

"Red Hat made it possible to replace our previous high-cost technology with a more recognized, affordable solution that improves our efficiency," said Bagus.

In addition, Indesso successfully cut hardware costs by 65%.

"When we wanted to migrate, we had to find compatible hardware to replace the IBM pSeries server," said Bagus. "We established our requirements and compared options from IBM, HPE, Fujitsu, and Dell. The IBM xSeries server we chose is actually less expensive than our previous hardware."

IMPROVED AVAILABILITY AND STABILITY

With the Red Hat Enterprise Linux High Availability Add-On, Indesso can ensure robust operational continuity by minimizing or eliminating downtime.

"We're in a far stronger position in terms of disaster recovery," said Bagus. "On the previous solution, we had only one server. Although the server's performance was outstanding, it was very vulnerable to risk. On the current platform, with several servers running the High Availability Add-On, Red Hat Enterprise Linux helps to ensure Indesso's business processes run smoothly and continuously."

INVESTING IN FUTURE SUCCESS

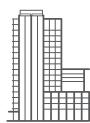
As Indesso continues to expand its business internationally, it faces the challenge of staying competitive in a dynamic industry while keeping up-to-date with the latest technology. Indesso plans to use its operational budget surplus, generated by migrating to the Red Hat solution and reducing costs, to invest in additional Red Hat solutions that could improve other areas within the company.

"We saw how Red Hat helped us solve one problem in our business, and we've been considering what other solutions from Red Hat could be implemented for the benefit of our future plans," said Bagus.

ABOUT INDESSO

Established in 1968, Indesso is one of Indonesia's key manufacturers in the field of aromatic ingredients and food ingredients, and Indesso has become Firmenich's exclusive distributor for flavor and fragrance products.

www.indesso.com



ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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