



# UNITOP Group

By selecting SUSE® Linux Enterprise Server Priority Support *for SAP Applications*, UNITOP Group is assured the highest levels of protection for its business-critical ERP system. This joint offering from Novell® and SAP ensures that UNITOP Group gets the performance, reliability and scalability it needs from its SAP software—as well as total peace of mind.

### Overview

UNITOP Group is one of the largest producers of anionic surfactant chemicals in India, offering a wide variety of products for use in applications such as agrochemicals, pesticides, oil fields chemicals, pharmaceuticals and personal care products. The group holds the ISO-9001:2000 certification and is headquartered in Mumbai, with a further ten branch offices around the country.

### Challenge

As UNITOP Group's business grew, it became harder to coordinate activities across the company's different divisions and locations. The company was using an outdated ERP system developed in-house and its lack of Web-enablement made it difficult to share data between locations. This inevitably led to inefficiencies and operational delays, and also hindered the preparation of management information and financial reporting.

To support its expanding operations, UNITOP Group decided to implement a Web-enabled ERP solution. The company selected a pre-configured SAP for Chemicals software solution, implemented by local specialists SpectraSoft. As the new SAP software would act as the integrated platform

for all business activity across every company location, it was vital to ensure high performance, reliability and availability, backed by robust support services. UNITOP Group therefore required an enterprise-class operating system on which to run the new SAP software, with enterprise-class maintenance and support services.

### Solution

UNITOP Group selected SUSE Linux Enterprise Server as its strategic platform for its SAP environment, and added SUSE Linux Enterprise Server Priority Support *for SAP Applications* from Novell. The SAP software runs on four IBM\* System x servers with Intel\* Xeon\* 5320 processors, and uses IBM DB2 information management software.

"We had already selected Linux as our strategic operating system several years earlier, and it was the natural choice for our new SAP environment," said Shekhar Ranjankar, IT Manager, UNITOP Group.

"SUSE Linux Enterprise Server provides an ideal platform for mission-critical software like SAP, combining high performance and availability with low management overhead and cost of ownership. Moreover, it provides the resilience of a commercial UNIX platform without the proprietary hardware lock-in."

### UNITOP GROUP at a glance:

*Leading Indian producer of surfactant chemicals*

#### ■ Industry:

Chemicals

#### ■ Location:

India

#### ■ Products and Services:

SUSE Linux Enterprise Server  
SUSE Linux Enterprise Server Priority Support *for SAP Applications*

#### ■ Results:

- *Gained a stable platform for integrating information and business processes*
- *Enabled round-the-clock support for business-critical ERP environment*
- *Reduced support complexity and accelerated problem resolution*

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#### Shekhar Ranjankar

*IT Manager*  
UNITOP Group

**“As we ramp up our use of SAP ERP, SUSE Linux Enterprise Server Priority Support for SAP Applications will help us ensure that this business-critical environment is up and running at all times.”**

**Shekhar Ranjankar**  
*IT Manager*  
UNITOP Group

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SUSE Linux Enterprise Server Priority Support for SAP Applications is a joint support offering from Novell and SAP that gives enterprises a single support entry point for their entire SAP solution architecture. This reduces complexity, accelerates problem resolution, reduces the total cost of ownership and provides seamless integration with SAP Solution Manager into the SAP Global Support infrastructure.

The priority support subscription entitles UNITOP Group to 24x7 support for the entire SAP solution stack, from the SUSE Linux Enterprise operating system up to the SAP applications, together with unlimited service requests. Support is provided by e-mail and by telephone, with target response times of four hours and one hour respectively. The subscription also includes the SUSE Linux Enterprise Server Fundamentals Training Kit at no extra cost.

“Our main goal in implementing SAP ERP was to have a single, integrated system for all business activities and information,” said Ranjankar. “Naturally, this means that the system will become increasingly business-critical. With priority support from Novell and SAP, we are comfortable that our ERP system will always be working optimally.”

Novell and SAP continue to work together to optimise SUSE Linux Enterprise Server for SAP applications, aiming to excel in the areas of performance, reliability and scalability. SUSE Linux Enterprise Server is the only Linux\* distribution to have its implementation of Xen\* virtualization validated for SAP

workloads and the only one to have a certified High Availability solution for SAP. Equally, SAP officially recommends SUSE Linux Enterprise Server as its preferred platform for customers who want to deploy SAP on Linux.

### Results

With SAP ERP software running on SUSE Linux Enterprise Server, UNITOP Group has a stable, high-performance platform for integrated business activities, helping the company to grow and improve its internal efficiency.

“We are extremely comfortable with Linux as a platform for enterprise computing—across servers, desktops, laptops and thin-client devices,” said Ranjankar. “SUSE Linux Enterprise Server gives us the stability we need for our SAP environment with low cost of ownership.”

When the migration from the in-house ERP solution is complete, UNITOP Group expects to see significant improvements in its ability to share information and integrate business processes across its diverse operations.

“With SAP ERP on SUSE Linux Enterprise Server, we have already integrated all critical information and made it available across the entire group,” said Ranjankar. “As we ramp up our use of SAP ERP, SUSE Linux Enterprise Server Priority Support for SAP Applications will help us ensure that this business-critical environment is up and running at all times.”



### For More Information:

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