

Healthcare organization in Indonesia: Transforming healthcare IT with Azure



The transformation delivered 99.9% uptime, enhanced compliance and security, and a scalable, cost-efficient infrastructure—empowering the organization to improve operational agility and support healthcare innovation across the country.

Digital transformation is increasingly enabling healthcare providers to deliver essential services more effectively, which supports their mission to make healthcare accessible to everyone. Strategic IT transformation in the healthcare sector allows providers to operate with improved efficiency, flexibility, and security.

A leading healthcare organization in Indonesia has been a vital part of the country's healthcare infrastructure since 1985 as a member of a global pharmaceutical group. Operating across 434 cities and serving over 60,000 medical facilities, its comprehensive distribution network and digital services support Indonesia's diverse healthcare landscape. To keep pace with rising demand and improve operational agility, the organization wanted to modernize its IT systems and address the limitations of its on-premises infrastructure. As it celebrated the parent company's 100th anniversary, it was ready for a significant technological transformation aimed at streamlining processes, enhancing service delivery, and reinforcing compliance.

The organization initiated a major project to migrate its SAP and non-SAP systems from a legacy data center to Microsoft Azure. Partnering with T-Systems, this initiative aimed to overcome existing infrastructure limitations by improving system reliability, ensuring high availability for critical SAP applications, and optimizing IT performance to support its mission of expanding healthcare access throughout Indonesia. This migration not only provided a robust and agile IT foundation but also positioned the organization for enhanced compliance, security, and efficiency.



At a glance

- Transitioned SAP and non-SAP systems to Azure with T-Systems, achieving a scalable and flexible infrastructure to meet healthcare demands
- The migration was completed in just three months, minimizing business disruptions
- High availability setups across Azure regions reduced downtime, ensuring constant access to critical applications
- Azure's cost transparency and T-Systems' security tools helped manage expenses and enhance data protection
- This transition improved operational efficiency and readiness for healthcare innovation in Indonesia

Reference in detail

Customer pain points

The healthcare organization faced multiple critical challenges with its legacy setup that needed addressing. Foremost among these was the requirement to migrate a complex array of SAP and non-SAP systems from the legacy data center to Azure. This migration involved re-establishing connectivity for essential interfaces and ensuring secure, reliable communication between systems post-migration.

Additionally, there was a critical need for high-availability configuration for SAP production systems to maintain uninterrupted service. Resource utilization was another key focus, as it needed to improve efficiency, balance system performance, and reduce costs. Lastly, existing monitoring capabilities needed an upgrade to meet rigorous audit and compliance standards, calling for an advanced monitoring solution capable of producing SLA reports and providing detailed operational insights.

How T-Systems solved it

T-Systems approached the cloud transformation by thoroughly understanding the intricacies of the SAP and non-SAP environments, including existing hardware, software, and dependencies. This comprehensive assessment allowed T-Systems to evaluate the compatibility of these systems with Azure, ensuring a smooth and effective transition. Based on this evaluation, T-Systems

developed a detailed migration blueprint that laid out each step, from system preparation and firewall policy adjustments to interface re-establishment for uninterrupted connectivity in the Azure environment.

Separate virtual networks (VNETs) were designed for Development, Quality Assurance, and Production environments. Fortinet Firewalls and Azure load balancers were integrated to secure and optimize network traffic flow. T-Systems deployed SUSE Pacemaker clusters across Azure Availability Zones to provide high availability for both SAP HANA and non-SAP applications, ensuring uninterrupted access to essential services.

A test environment was created to simulate the production environment, validating the migration process's feasibility, and allowing for optimization ahead of the final cutover. Over 2TB of data was securely transferred from the legacy data center to Azure Blob Storage, leveraging Azure's native backup and recovery services. This ensured data protection, compliance, and recoverability.

SAP ECC, GRC, and Process Orchestration applications were migrated to Azure Virtual Machines with SUSE Linux Enterprise, using Azure Premium Disks for storage and Azure Blob for backup. T-Systems also deployed a backup solution that leveraged Azure Backup Services for daily snapshots and implemented Azure Blob Storage for weekly and monthly retention, ensuring business continuity in the event of disruptions.

Business impact

The migration to Azure significantly transformed IT operations. One of the immediate benefits was improved resource utilization achieved through the integration of Remote Function Call (RFC) devices with a load balancer, which helped optimize performance and support cost management objectives. With streamlined resource usage, the organization now has a flexible and cost-effective infrastructure that can adjust based on demand.

The high-availability configurations enabled by SUSE Pacemaker clusters and Azure's multi-zone setup drastically reduced the likelihood of system failures. The organization now benefits from 99.9% uptime, ensuring critical healthcare services remain uninterrupted.

Azure's pay-as-you-go model, coupled with T-Systems' cost management tools, has provided increased visibility into IT spending. This model not only reduces infrastructure costs but also enables more efficient resource allocation.

Moreover, T-Systems' advanced security framework, incorporating Fortinet Firewalls and rigorous access control, protects sensitive healthcare data. This enhanced security posture helps maintain compliance with Indonesia's healthcare regulations.

In addition to enhancing operational reliability, the migration also aligned infrastructure with current technological standards. By deploying upgraded versions of non-SAP servers, the organization gained a future-ready foundation that supports the latest advancements in security and performance. This modernization of infrastructure is essential in maintaining its commitment to delivering accessible healthcare services across Indonesia, a commitment further strengthened by T-Systems' strategic approach to performance optimization and compliance readiness.

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