



## Food Producer Gains Agility with Fusion of Cloud and Virtualization Technologies

**Customer:** ADEKA Singapore Pte Ltd  
**Website:** <http://www.adeka.com.sg>  
**Customer Size:** 64 users  
**Country or Region:** Singapore  
**Industry:** Manufacturing  
**Partner:** Sapientia Holdings Pte Ltd

### Customer Profile

Established in 1988 as Japanese firm ADEKA Corporation's (Furukawa Group) first overseas food manufacturing plant, ADEKA Singapore is the leading margarine and frozen dough manufacturer in the country.

### Software and Services

- Microsoft Office 365
- Microsoft Windows Server 2012 R2 and Hyper-V
- Microsoft System Center 2012
- Microsoft Azure
- Active Directory

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**"By off-loading non-core applications to the cloud, our IT team has freed up resources on our on-premises infrastructure for mission-critical core production apps."**

Nigel Lim, IT Manager, ADEKA Singapore Pte Ltd

ADEKA Singapore, the food and chemical manufacturing arm of ADEKA Corporation of Japan, has improved its manufacturing process through more efficient IT utilization by migrating its productivity and communication needs to the cloud via Office 365. By off-loading work from its physical servers, ADEKA Singapore's virtualized infrastructure can focus on core production applications. The firm, moreover, has improved disaster recovery capabilities via Azure and has sought to enhance productivity through Lync and SharePoint in the future.

### Business Needs

Established in 1988 as Japanese firm ADEKA Corporation's first overseas food manufacturing plant, ADEKA Singapore has been the leading margarine and frozen dough manufacturer in the country for the past 18 years. The company prides itself in the continual improvement of its production process through the adoption of Quality Management System (QMS) standards such as the ISO 9001:2008 and

Hazard Analysis Critical Control Point (HACCP) and ISO 22000.

With "Fusion for the Future" as its motto, ADEKA Singapore strives to "continually create new and advanced products through the fusion of diverse technologies with various characters."

## Solution

### Virtualization Leads to Better IT Resource Utilization

ADEKA's previous IT infrastructure consisted of physical servers—a mix of hardware acquired through the years. The lack of hardware capacity meant that single physical servers had multiple roles—one could be a file server acting as a domain controller, while hosting network services.

To improve utilization of its physical server infrastructure, the company deployed virtualization through Microsoft System Center 2012 along with Windows Server 2012 R2 and Hyper-V, which provided immense improvements in workload management and reduction in operating costs.

Various components of System Center 2012 were deployed: System Center Operations Manager (SCOM) to manage the data center end-to-end, System Center Configuration Manager (SCCM) for patch management and software/hardware inventory, and System Center Virtualization Manager (SCVMM) to pool and virtualize the firm's compute, network and storage resources for management on a single screen.

### Enhancing Agility Through the Cloud

Subsequently, ADEKA's IT team wanted to further enhance the agility of the firm's technology resources and determined that off-loading non-core applications such as email and productivity apps from the server infrastructure would help in this goal. "Prior to our switch to Microsoft Exchange, we were using an email platform based on open-source software, but performance and reliability were not at par with our expectations," says Nigel Lim, IT Manager, ADEKA Singapore. "We subsequently switched to running on-premises Microsoft Exchange, but we had to invest a lot of man-hours in maintenance, security patches and upgrades."

ADEKA's IT team considered various scenarios and determined that running its communications and productivity platforms on the cloud would be the most cost-effective solution. ADEKA employed the services of Microsoft partner Sapiaientia in migrating its email and productivity applications to Office 365.

## Benefits

ADEKA Singapore currently runs a hybrid cloud deployment, although its use of on-premises Exchange has already been minimized. "By off-loading non-core applications to the cloud, our IT team has freed up resources on our virtualized on-premises infrastructure for mission-critical core production apps, thereby resulting in faster database queries, improved reliability and better utilization of storage space," says Lim.

**Reduced costs.** Through virtualization, the ADEKA IT team achieved its goal of lower operating costs through improved efficiency in data center management. The company was likewise able to eliminate manual work and errors while enhancing proactive management services.

**Improved reliability.** With the built-in knowledge base in SCOM, the IT team can learn and gain insights into the environment and acquire better proficiency in restoring services in a shorter amount of time. And by identifying variances from established baselines early on, SCCM is able to automatically remediate non-compliant physical or virtual servers. The IT team also has access to built-in capabilities like ribbon tabs and toolbars to interact with SCCM, as well as organize administrative tasks by business role.

**Improved performance in core applications.** By migrating its email and productivity applications to Office 365, ADEKA has reduced the load on its on-premises infrastructure, thereby freeing up

resources for core applications. "This has resulted in faster queries on our SQL servers," says Lim. "In addition, we no longer have to worry about dwindling storage space."

**Reduced management and maintenance needs.** "Email and productivity are commoditized services that Office 365 can do better than on-premises tools," says Lim. "With our prior on-premises email setup, we had to spend for manpower and maintenance. With our Office 365 subscription, we no longer have to worry about security patches, upgrades and server maintenance."

**Improved productivity and mobility.** As an added value, ADEKA has gained productivity applications like Word Online, Excel Online and PowerPoint Online, along with email. "Fifteen to 20 percent of our workforce is usually mobile, and being able to access documents, spreadsheets and presentations while on-the-go is an added benefit of our Office 365 subscription," says Lim.

**Reduced risks.** With email and productivity apps in the cloud, ADEKA has reduced the risk of overloading its on-premises infrastructure, thereby ensuring smooth operations of its mission-critical core applications. In addition, Office 365 ensures reliable service to the customer with an optimum uptime of 99.9% backed by a service level agreement (SLA)."

**Reduced physical requirements.** Space has been a limitation in running an on-premises infrastructure. "While we have space at our facility, it is not always easy to request for additional rooms for our equipment," says Lim. With ADEKA's email and productivity applications on Office 365, usage can scale without the need to allocate for additional space or infrastructure.

### IT Roadmap for the Future

With the benefits gained by ADEKA from virtualization, as well as moving its

productivity applications to the cloud, the company is now looking to further bolster productivity through improved real-time communications. "We are currently using an analog PBX that has become cumbersome to manage and configure," says Lim. "Therefore, we are exploring the use of Microsoft Lync as a more efficient means of real-time communication and collaboration through text, voice and video."

The company is also moving its intranet to SharePoint, which provides employees a rich set of features in terms of content, change control, document access and the like. In addition, ADEKA Singapore is running a pilot program that involves running a copy of Active Directory on Microsoft Azure. This aids in speeding up access to applications through single-sign-on, as well as improving the company's disaster recovery capabilities.

In summary, these latest technologies not only benefit ADEKA Singapore's internal users, but also improve overall competitiveness through better efficiency, improved productivity, reduced costs and increased agility.