

Dole shines with seamless SAP on AWS migration

Since their humble, yet mission-driven beginnings almost 170 years ago, Dole has believed that good, healthy food should be more like sunshine – available for all. This is why their rallying cry of "Sunshine for All" is important for all people across the world. Dole wants to champion an equitable world where everyone – irrespective of age, income, location, race, or gender – has access to healthy nutrition, but where this access does not come at the cost of the planet. For more information, visit dolesunshine.com.

Products & services

- SAP on AWS Migration
- Syntax Intelligent Autonomous Platform Services for AWS
- SAP Support Services

Dole Packaged Foods

Industry: Consumer Products - Packaged Food

HQ: Westlake Village, California

Supported Since: 2011

Project Timeframe: February 2023 for Zero-Trust Implementation

Dole seeks optimal path for public cloud

Dole Packaged Foods, LLC (Dole) is a global leader in providing packaged, shelf-stable fruit, frozen fruit, dried fruit, and juices. Since 2009, Dole has run its SAP environment in Syntax's private cloud, relying on Syntax's ability and flexibility to support and secure Dole's mission-critical SAP applications. Looking to take the next step in their digital transformation, Dole Packaged Foods set out to identify and evaluate public cloud options to best meet its needs.

Cost optimization, without compromising quality of service, was a primary consideration for Dole. Building on the strong rapport already in place, Syntax worked with Dole Packaged Foods Head of Digital Technologies, World-Wide Packaged Foods, Gabe Dellevigne, and Bill Farrell, Director of SAP Technology and Governance to identify the best path forward for public cloud adoption.

As Dole continues to evolve its SAP environment, there is an on-going corporate goal to bundle and supersede older technologies that need more infrastructure with newer technologies that need less infrastructure. Dole recognizes that the versatility of a public cloud will allow that to happen with both speed and elasticity.



"Syntax translated a deep understanding of our systems and how we use them into an architecture that would achieve our goals for the public cloud."

Bill Farrell
Director, SAP Technology and Governance · Dole Packaged Foods, LLC

A trusted AWS partner - Proven SAP basis team

As a leading cloud consulting organization, Syntax worked with Dole to evaluate public cloud options, comparing different ways to optimize cost vs. performance and feature set. Together, Dole and Syntax identified Amazon Web Services (AWS) as the optimal public cloud provider for Dole's workloads, with Syntax securing the right pricing structure to meet Dole's cost objectives. Given the broad range of AWS services available, as well as the various SAP systems that could cross-pollinate or marry with tools in the AWS ecosystem, the Syntax team recognized AWS as the preferred platform for overall innovation.

Choosing Syntax as its SAP on AWS partner, Dole leveraged a decade of trust in Syntax's experienced SAP Basis team, providing a seamless transition from private to public cloud. Syntax's deep roots and Advanced Consulting Partner status with AWS, together with its proven maximum performance and availability architecture, made for an ideal pairing.

The added visibility, transparency and security afforded through Syntax Intelligent Autonomous Platform Services for AWS were recognized as a value add, empowering Dole with a real-time view of its cloud environment. This mission-critical business application platform is built on top of public cloud, combining Syntax ERP expertise with the power and scale of Public Cloud to deliver next-generation reliability, compliance, security, performance, and cost optimization.

Dole valued the expediency with which Syntax moved forward and the flexibility Syntax demonstrated in preparing and finalizing contracts to initiate the project.

Smooth and secure SAP on AWS migration leverages myriad services

Looking at Dole's technology footprint, the source systems on virtual machines in the Syntax private cloud included SAP HANA for several instances running on IBM Power Systems, Cisco networking, HPE Blades, and 3PAR storage. Dole also had Windows SQL Server for its non-SAP systems, and one SAP system on Windows SQL Server. Specific SAP solutions involved in Dole's migration to AWS were S/4HANA, Business Warehouse (BW), Customer Relationship Management (CRM), Process Orchestration (PO), Solution Manager, Unified Demand Forecast (UDF), and BusinessObjects (BO).

Using AWS best practices and Well-Architected Framework as a reference, Syntax created an ERP design across multiple availability zones (AZs), with workloads split between two zones for cost-effective security and resiliency. "For the S/4HANA system, Syntax configured high availability at both the application level and the SAP HANA level," explained Antonio Tavera, Syntax SAP Basis Platinum Team and Cloud Services Team Consultant. "With AWS partner SUSE and the SAP Certified Marketplace images provided, setting up HANA clustering and application tier clustering was very straight forward," Antonio added. Having the active/passive cluster in two availability zones allows Dole to achieve its recovery time objective (RTO) and recovery point objective (RPO) for production workloads.

For this homogeneous migration from private to public cloud, Syntax used HANA replication, as well as AWS CloudEndure tools, to facilitate the migration. Through



cross-region replication, Syntax replicated the entire environment to an alternate region, protecting against catastrophic failure.

"The Syntax team went above and beyond on more than one occasion, pulling the right resources together in a timely way to keep the project on track," reflects Bill Farrell. In one such case, Dole had a third-party mobile app interacting with SAP—requiring an SAP Java system—that needed to be moved as part of the migration. "The Syntax team persevered at all levels, troubleshooting through multiple technical challenges to make it happen."

Syntax utilized AWS Snowball, a data migration and edge computing device, for the initial seeding of the data, ahead of establishing a Direct Connect circuit to continue replication. Multiple Direct Connects and multiple IPSec VPN tunnels were fundamental to establishing complex network connectivity with high availability and redundancy.

Dole's SAP environment consists of a multi-system landscape: development server (DEV), production server (PRD), quality assurance server (QAS) and Sandbox (SBX). Of note, Syntax moved Dole to its DEV environment on AWS ahead of production go live. "By cutting the DEV landscape over to the public cloud ahead of production," explained Syntax AWS Solution Architect Stephen Fyffe, "we delivered cost savings by avoiding duplicate workloads." The QAS environment was also cut over ahead of production go live. Post migration, the SBX environment was cut over.

Modernizing Dole's backup strategy, Syntax removed the complexities and licensing expense of a legacy backup application tool, replacing with AWS-provided techniques, tools, and AWS Lambda-based automation. Syntax used a recently released service from AWS, Backint for HANA Agent, to efficiently and cost-effectively backup HANA databases.

In terms of security, Syntax delivers its managed services with a comprehensive, integrated and best-practice driven approach that's aimed at ensuring the integrity of Dole's applications and the data they store and process. That goal is pursued by infusing security practices and protocols throughout its design, processes, and systems & standards, including SOC 1 and SOC 2, the National Institute for Standards and Technology, and others.

In terms of process, one way that happens includes continuous monitoring for unencrypted resources through an automatic audit of all disks and buckets, which is an effective way to ensure encryption is configured and being leveraged in order minimize the risk of loss of proprietary or confidential information.

With this SAP on AWS solution for Dole, Syntax also leveraged other AWS services, including EC2 for compute, Elastic Block Store (EBS), S3 storage for backups and replication to the disaster recovery region, Virtual Private Cloud (VPC) for some of the networking components, Amazon Directory Service for Windows domain controllers, Elastic File System (EFS), and Simple Email Service (SES).

Noteworthy technical achievements included

68.97
TB of data migrated

89
virtual servers migrated

23
applications migrated

Through the Syntax Customer Experience Hub (CxHub) and monitoring tools, Dole benefits from real-time visibility into its entire AWS environment.

Accomplishments

AWS Advanced Consulting Partner Syntax delivered a timely SAP on AWS solution that met Dole Packaged Foods' objectives for a cost-optimized, secure, flexible, versatile, and transparent public cloud solution.

- Achieved targeted monthly spend without compromising quality of service
- Recognized improvements in system performance post migration
- Improved the speed of standing up a system that had previously been decommissioned, accomplishing in days what would have taken weeks or months to accomplish before the move to AWS
- Right sized the SAP environment that allowed a conversion to Reserved Instances for cost optimization
- Experienced a seamless transition from private to public cloud with continuity of the account team
- Gained full visibility and control into its SAP on AWS environment via Syntax CxHub
- Improved high availability and disaster recovery capabilities, meeting Recovery Time and Recovery Point Objectives
- Obtained access to additional AWS skills and resources
- Improved flexibility, with the ability to scale the system infrastructure up or down as needed with the confidence that comes from operating under a Zero-Trust Security Model
- Enhanced versatility in using the public cloud as an isolated testing environment without negative commercial impact or disturbance
- Freed up capital to invest in strategic business initiatives

> *"The biggest thing going forward is to take advantage of the technology and innovation that AWS offers, and we're counting on Syntax to translate that into tangible benefits for our business."*
>
> **Bill Farrell**
> Director, SAP Technology and Governance · Dole Packaged Foods, LLC

SYNTAX

Why Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions across strategic advisory, implementation, and managed services. Through our Boutique @ Scale approach, we tailor every engagement to our customers' priorities, blending boutique-level agility and care with the reach and resilience of a global enterprise. Supported by strategic partnerships with SAP, Oracle, AWS, Microsoft, and other technology leaders, we empower customers to scale faster, work smarter, and build for what's next.

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