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IT MODERNIZATION DRIVES FAST FOOD BUSINESS

KFC Singapore transforms its IT operation and delivers data 58 percent faster to personnel

Food and Beverage | Singapore

Business needs

KFC Singapore needed to transform the IT underpinning its operations and move to a modern data center infrastructure. It took the IT team days to configure servers and storage for its business-critical applications. The infrastructure also lacked the scalability to launch new services easily, and a lack of disaster recovery put data at risk.

Solutions at a glance

- Hyper Converged Infrastructure
- Data Protection

Business results

- Initiate the change in IT from a cost center to a profit center
- Improve speed of delivery on data by 58 percent
- Reduce data center footprint by 80 to 90 percent
- Add new server nodes in minutes instead of days
- Reduce storage through data compression and deduplication
- Achieve near 100% uptime for business-critical applications

"*Staff can extract reports around 58 percent faster with the Dell EMC VxRail cluster than they could on the old infrastructure.*"

Kenneth Wong
Assistant Manager, IT & Innovation, KFC Singapore

Kentucky Fried Chicken (KFC) Singapore serves more than one million customers each month through over 80 stores and a delivery service.

KFC Singapore wanted to transform its IT infrastructure to support the organization's business goals. It aimed to increase the infrastructure's efficiency and make its IT operations more agile, enabling the IT team to create new services that it could possibly offer to franchisees.

The need for greater automation

The IT infrastructure supporting KFC operations was already virtualized with Microsoft Hyper-V. Even though it was more efficient than a purely physical environment, the IT team still had to provision servers and storage separately—which was time-consuming. Kenneth Wong, Assistant Manager, IT & Innovation at KFC Singapore says, "Previously, we didn't cluster any of our servers—they were all standalone. If one of the host failed, it would take us up to four days to rebuild and restore the data."

Wong continues, "We lacked the scalability and levels of automation that modern data centers require. We aimed to solve the challenges of management complexity and scalability with a solution that enabled us to rely more on software to run our IT operation."

A highly integrated solution

The KFC Singapore IT team engaged with Dell EMC following a phone call by a member of the local sales team. Wong and other stakeholders were already considering solutions from vendors such as Nutanix, Simplicity, and Cisco. At this stage, the IT team were planning to switch from Hyper-V to VMware. Comments Wong, "We found that no other vendor offered the same level of integration with VMware as the Dell EMC VxRail solution proposed by Dell EMC."

Furthermore, VxRail came bundled with VMware vSAN and would have more than 200 processes pre-configured prior to delivery. Wong says, "We saw that Dell EMC VxRail was unique. It could be deployed in minutes owing to the amount of pre-configuration."

An enhanced level of service

Besides the uniqueness of the solution, the IT team thought Dell EMC offered a better level of service than the competition. Wong says, "We gained Secure Remote Services with Dell EMC, whereby Dell EMC Customer Service would have a remote connection to our infrastructure. This would mean automated health checks on the solution and continuous remote monitoring. At no additional cost to the solution, it was great value."

The final part of the Dell EMC proposal was Dell EMC Data Domain software for backing up and archiving data. Not only would it deduplicate backups but reduce the time to recover data in the event of a failure. "Dell EMC offered us a comprehensive solution," says Wong, "and we could see how it would help us deliver our IT transformation goals."

> *"We consolidated our data center by 80 to 90 percent with our Dell EMC VxRail solution."*
>
> **Kenneth Wong**
> Assistant Manager,
> IT & Innovation, KFC Singapore

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Modernized IT—enabling greater agility

The KFC Singapore IT team can now deliver a more agile IT service after transforming its IT with Dell EMC. The team has the capabilities to be proactive and offer services that could add greater value to the organization. Comments Wong, "We can go beyond providing point-of-sale services to our customers. Because we can quickly scale up our IT, we can offer services to drive new promotions.

58% improved speed of reporting

The KFC Singapore IT team can deliver a better level of service to staff who need access to data. This data is held in a database as part of an application running on the Dell EMC infrastructure, which consists of a cluster of five Dell VxRail G-series Appliances. "Staff can extract reports around 58 percent faster with the Dell EMC VxRail cluster than they could on the old infrastructure," says Wong. "That means less waiting around for data, and greater efficiency. The sooner they have data, the faster they can make business decisions."

80 to 90% reduction in data center footprint

The IT team has consolidated the data center footprint considerably with the Dell EMC VxRail solution. Not only does this take any pressure off space, but it also reduces the data center's powering and cooling requirements. "We consolidated our data center by 80 to 90 percent with our Dell EMC VxRail solution," says Wong.

Takes minutes to add server nodes instead of days

The IT team can provision server and storage capacity to the infrastructure very quickly. "It no longer takes us days to scale the environment," says Wong, "it takes minutes because the infrastructure is almost completely software driven."

"*We've resolved the challenges of scaling, managing, and protecting our data with Dell EMC VxRail.*"

Kenneth Wong
Assistant Manager,
IT & Innovation, KFC Singapore

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Besides making it easy to extend the VMware-based environment, the infrastructure further simplifies management through monitoring by VMware vCenter. "We've found that VxRail has completely streamlined our operations. It is helping to modernize our data center," Wong says.

Near 100% uptime for business-critical applications

The KFC Singapore IT team has significantly lowered the risk of downtime with the VxRail solution—and has seen close to 100 percent uptime for its business-critical applications since deployment. "The combination of clustering and Dell EMC Data Domain ensures data protection at all times," comments Wong.

Reduced storage through data compression and deduplication

The IT team has better control of its data which can be restored quickly to avoid disruption in case of outages. Through deduplication and data compression features in Dell EMC Data Domain, the team has reduced the amount of disk storage needed to protect its data. "We've resolved the challenges of scaling, managing, and protecting our data with Dell EMC VxRail and Dell EMC Data Domain, and modernized our data to capture digital opportunities of tomorrow," comments Wong.

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