KAKIRA SUGAR
There's Nothing Sweeter

Sweet success from miles away
365IT delivers a virtual environment in Uganda

The Customer

Kakira Sugar is a Ugandan sugar producer that crushes over 6,000 tons of cane per day and produces more than 150,000 tons of sugar each year. They employ over 7,500 people and provide a social infrastructure for them that includes housing, electrical distribution systems, roads, a 75 bed hospital and 12 schools for employees' children.

The Challenge

Kakira Sugar was undergoing a major expansion programme that would dramatically increase the acreage of cane grown and multiply the tonnage of sugar being refined and packaged for market. To support this business growth, they needed to implement more sophisticated software systems for manufacturing, management and finance. This would allow them to have greater visibility and control of business operations, providing everyone in the business with access to the information that they needed.

The move to these new software systems could only be successful if the ICT infrastructure could support it. The infrastructure already in place would not be able to support the new software systems, and in the challenging environment of Uganda, where there is very limited local IT support and expertise, Kakira Sugar were faced with the challenge of finding an ICT environment that was just as sophisticated as the software systems that it needed to support.

> " 365IT did an excellent job onsite and they continue to support us very well, from 3,000 miles away.
> *Yogesh Prajapati, Kakira Sugar* "

The 365IT Solution

Despite operating at a distance of over 3,000 miles away, 365IT designed and delivered a virtualised environment for Kakira Sugar. The solution was based on IBM BladeCenter and storage devices, and VMware virtualisation software for 500 thin clients. We carried out extensive testing on the configuration of the solution in the UK before we went onsite in Uganda to implement it. While onsite, we trained users to work with the new thin client devices and we worked with the local IT team to transfer skills and give them enough knowledge to enable them to provide a level of local IT support if needed.

We have continued to upgrade the infrastructure to support software application upgrades, providing more storage when needed. We also continue to provide remote monitoring, diagnostics, ongoing servicing and maintenance services from the UK, via satellite link.

The Benefits

- The total cost of ownership is lower

- Business requirements are fully supported by the scalable and reliable infrastructure.

- The modular nature of the infrastructure provides the opportunity to expand without large capital expenditure.

- Data is more easily shared across the business with the added security of automatic disaster recovery

- Thin client devices are achieving considerable cost savings, power savings and environmental gains.

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