



Otis Elevator Company

EMC helps enable higher service levels and greater efficiency with consolidated information infrastructure

Otis Elevator Company, a wholly owned subsidiary of United Technologies Corporation, is the world's largest manufacturer of people-moving products, including elevators, escalators, and moving walkways. Almost two million elevators and 130,000 escalators in more than 200 countries have been installed and are maintained by the company. In the Asia Pacific region alone, Otis Elevator Company's operations span more than 17 countries, with the organization's Hong Kong office serving as the regional IT hub.

Two of the major applications for Otis in the Asia Pacific region are enterprise resource planning (ERP) and service management systems. The ERP system supports internal finance applications like profit and loss analysis, an inventory system, and project timeline analysis tools for the company's manufacturing plants in China. The service management system supports customer service applications like OTISLINE, a service support hotline that dispatches mechanics for repair and maintenance work throughout the Asia Pacific region.

Over two years, the two systems, which generate approximately 30 gigabytes of data growth per month, have almost doubled system processing time. The company's distributed IT environment, with hundreds of sites across the Asia Pacific region running mission-critical applications, further complicated the situation and posed a challenge to the company's operational efficiency.

Otis sought a consolidated information infrastructure that could efficiently and effectively consolidate and manage its growing information needs with enhanced capacity, performance, and availability. The company turned to EMC to help them plan and implement the right solution.

"We needed a scalable infrastructure that could accommodate our growth and development at any point in time," says Andy Wong, Chief Information Officer, Asia Pacific. "Based on our past two years of experience with EMC, we were confident that EMC had the right storage capabilities and infrastructure to address our challenges."

New consolidated SAN infrastructure yields many advantages

To build its consolidated SAN infrastructure, Otis selected an EMC® Symmetrix® DMX-3 storage system as well as EMC CLARiiON® CX series storage with EMC Replication Manager/SE software. The EMC Symmetrix DMX™-3 solution provides the company with enhanced, scalable storage of up to 360 gigabytes to support its ERP and service management systems. The EMC CLARiiON CX series system and EMC Replication Manager/SE software are deployed to support the company's extensive database environment as well as the replication, management, archiving, and recovery of data across its multi-site operation.



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Andy Wong, Chief Information Officer, Asia Pacific

Today, the EMC SAN solution enables Otis to consolidate all strategic applications and information across the Asia Pacific region into a centralized storage infrastructure, supporting both the ERP and service management systems with 24x7 availability. Access to data is also faster as information from the company's multiple sites is now centrally stored and managed for archive, retrieval, and analysis.

Shortly after the deployment of the EMC SAN, Otis saw system processing speeds improve by 100 percent. This has enhanced the company's operational efficiency in information archiving, financial analysis, manufacturing, and inventory management, as well as greatly enhanced its customer service levels.

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Continual improvement

Otis is continuously striving to improve its infrastructure for greater operational efficiency and better customer service. Moving forward, the company is considering further enhancement to its backup strategy using EMC technology for greater business continuity within its ERP and service management systems' environments.

“Our IT mission is to provide the most cost-effective and scalable technology to support our business growth in Asia Pacific, Japanese, and Middle East regions,” says Wong. “Every IT strategy we implement needs to add value to our business. EMC is, and has always been, on the same page with us, offering the technology, the people, the industry experience, and best-of-breed services that are integral to the success of our IT roadmap.”



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Customer Profile
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