



Mahindra & Mahindra seamlessly performs upgrades with Zero Downtime Option of Software Update Manager

Challenge

Mahindra & Mahindra Limited operates a colossal 2 x 9TB scale-out SAP S/4HANA Private Cloud production system. To stay up-to-date, Mahindra planned to upgrade to the current major release. However, minimizing business disruption is a priority, especially in the fast-paced automotive manufacturing industry where even the slightest downtimes can have critical impact.

Solution

To minimize unavailability of the system, Mahindra leveraged the Zero Downtime Option (ZDO) of Software Update Manager. This downtime-optimization approach is offered with an additional service under the SAP Enterprise Cloud Services (ECS). Through close collaboration between SAP MaxAttention, Enterprise Cloud Services Upgrade Excellence Center and Cloud Lifecycle Management development teams, Mahindra completed a major release upgrade – from SAP S/4HANA 2020 to SAP S/4HANA 2023 – with a system unavailability of only 20 minutes.

Major achievements

- Overall business downtime of 20 hours
- Minimal disruption for Mahindra's cloud experience
- Successful ZDO handling for massive scale-out system (18TB in total)

"By leveraging ZDO, we significantly reduced the downtime compared to our previous upgrades, which typically required a 48-hour window. The project's success can be attributed to the exceptional collaboration among the Mahindra & Mahindra and SAP teams."

Sanjay Chavan, VP & Head of Enterprise Applications, Mahindra & Mahindra

20 mins

Unavailability of the system for a major release upgrade

18 TB

Size of the S/4HANA production system that was successfully upgraded using ZDO