# PRESS RELEASE

# 90 minutes instead of 20 hours: invoicing at Delivery Hero made even faster

*msg services ag, a member of the msg group, migrated the entire SAP landscape at Delivery Hero SE from the on-premise data center to the AWS Cloud (Amazon Web Services). They were able to do so without interrupting ongoing operations and with less than an hour of database downtime.*

**Munich, October 24, 2019.** msg services ag, an msg group company, migrated Delivery Hero's productive SAP systems to the AWS Cloud and took them all live as part of a four-month migration project. Delivery Hero hosts global ordering and delivery platforms in 41 countries and its ever-growing data volumes meant they were quickly reaching the limits of their on-premise operations. Founded in 2011, the company has seen consistent expansion and revenue growth with its data increasing by 40 times between 2016 and 2018.

The month's end, when Delivery Hero posts millions of transactions worldwide, is particularly challenging and causes significant peaks. The challenge: the ordering platforms used by the various Delivery Hero brands are based on different infrastructures and technologies, making heterogeneous processes necessary during invoice posting. As a result, resource consumption in the data center was enormous during peak times. "We kept permanent servers in reserve, just for those peaks, which otherwise went unused. That had to change," explains Niclas Hoye, Director of Finance Systems at Delivery Hero. With the migration of the SAP systems to the AWS Cloud, msg was able to facilitate a resource situation that significantly shortened the monthly invoicing process: from a 20-hour batch process in on-premise operations to 90 minutes in the public cloud.

Delivery Hero and msg employed agile approaches during the migration project, thereby ensuring customer and service provider could work in close concert throughout the project. Since every order goes through Delivery Hero's SAP system, system downtimes automatically mean revenue losses. Consequently, it was essential to keep any system

downtimes to a minimum during the migration. "We anticipated a system downtime of four hours for the migration and based our calculations on that," says Niclas Hoye. "And were even more pleased when everything went so much faster and more smoothly."  To achieve such a short downtime, the msg team mapped two copies of Delivery Hero's live database to the AWS Cloud using SAP HANA System Replication. That allowed ongoing operations in the SAP systems to be mirrored in the public cloud in seconds. Thanks to the copies, test systems could be created with live data without having to cap the synchronization to the source system. "We were in very close communication with the colleagues at Delivery Hero throughout the entire course of the project. That ensured efficient collaboration between our SAP and AWS experts and Delivery Hero at all times," says Leonard Bölingen, Sales Manager in the SAP Competence Center at msg services ag.

**Delivery Hero**
Delivery Hero is one of the leading global online food ordering and delivery marketplaces. The Company maintains number one competitive market positions, in terms of restaurants, active users, orders and number of online and mobile platforms, across 33 out of 41 countries in Europe, the Middle East & North Africa (MENA), Latin America and Asia-Pacific. Delivery Hero also operates its own delivery service primarily in over 300 cities around the world. The Company is headquartered in Berlin, Germany and has over 22,000 employees.

For further information, please visit www.deliveryhero.com.

**msg**
msg is an independent, international group of companies with more than 7,500 employees around the world. The group of companies offers a holistic service spectrum of creative, strategic consulting and intelligent, sustainable and value-added IT solutions for the following industries: automotive, financial services, food, insurance, life science & healthcare, public sector, telecommunications, travel & logistics, as well as utilities, and has acquired an excellent reputation as an industry specialist over the course of almost 40 years in business. Within the group, independent companies cover the wide variety of industry and issue-based competence: msg systems ag forms the core of the company group and works in close cooperation with the subsidiaries, both on a business and organizational level. This allows the competence, experience and know-how of all the members to be bundled into a holistic solution portfolio with measurable added value for its customers.

msg holds sixth place in the ranking of IT consulting and system integration companies in Germany.

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