Medix streamlines operations and accelerates regional expansion with a secure, scalable cloud infrastructure on AWS

Profile

Founded in 1956, Medix is a Mexican pharmaceutical company specializing in the development, manufacturing, and commercialization of products primarily used to treat overweight and obesity. Focused on metabolic health, the company also addresses related conditions such as diabetes, hypertension and cardiovascular issues. With more than 65 years of experience, Medix has established itself as one of the most important players in Mexico's pharmaceutical market and is recognized for its innovation and leadership. The company has also expanded its presence to Argentina, Chile, Colombia, Peru and several Central American countries.

In partnership with NTT DATA, Medix migrated its core SAP ECC management system to the AWS cloud to ensure dynamic and flexible resource access. This move enables the company to adapt to shifting market demands without constraints — allowing it to scale quickly, integrate new sites efficiently and manage multiple regions through a centralized platform.

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> Working with NTT DATA was a true collaboration—from the synchronization, to the guidance they provided throughout the journey, to the decisions they made during configuration, and their strategic understanding of our direction."

Leopoldo Mitre, Director of Innovation & Commercial Excellence, Medix

Business need

In a fast-changing and dynamic market, Medix's on-premises infrastructure had become a barrier to growth. The model carried high maintenance costs and required frequent updates to hardware and software. The technology environment was beginning to show signs of obsolescence. Meanwhile, the legacy setup limited the company's ability to scale and respond to surges in demand or expand into new markets. These constraints presented several key challenges:

- Leveraging the power of cloud computing to automate and optimize key operational processes — improving efficiency while reducing downtime and errors
- Increasing agility to adapt to market changes and to launch new products or services
- Adopting a more flexible application development model with access to complementary services like scalable storage, databases, and advanced analytics
- Implementing agile methodologies and DevOps practices to enable faster deployment of new applications and improvements

Solution

NTT DATA partnered with Medix to execute a lift-and-shift migration of its SAP ECC system to AWS — moving the system as-is, without significant modifications. This approach ensured a smooth migration and helped Medix overcome technical challenges while maximizing the benefits of a cloud-based infrastructure.

Leveraging its deep expertise in cloud migrations and SAP projects, NTT DATA began with a detailed assessment of Medix's on-premises environment. This included an in-depth analysis of the current SAP ECC system, the supporting infrastructure, and both technical and business requirements — particularly those related to scalability, availability, performance, and regulatory compliance. Based on this evaluation, NTT DATA developed a strategic migration plan designed to minimize risk and downtime.

Optimized architecture and scalable infrastructure

The next step was to design an architecture tailored to Medix's specific needs. The focus was on building an infrastructure that could scale vertically and horizontally according to demand. The solution also leveraged AWS Availability Zones to ensure uninterrupted operation of SAP systems — even in the event of a failure in a particular region.

Security and business continuity

Security measures were configured using AWS Identity and Access Management (IAM) to provide granular access

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This move enables the company to adapt to shifting market demands without constraints — allowing it to scale quickly, integrate new sites efficiently, and manage multiple regions through a centralized platform. Although it began as a lift-and-shift approach, it required redesigning the SAP architecture and ensuring technical compatibility while minimizing downtime. The outcome stands as a remarkable example of digital transformation and a reference point within NTT DATA."

José Arturo Muñoz, Manager Enterprise Solutions & Cloud, NTT DATA Mexico

controls while ensuring compliance with data protection regulations — especially critical in the healthcare sector. The actual migration was completed with minimal downtime. For instance, real-time data replication and a phased migration strategy were used to keep critical operations running smoothly throughout the transition.

Agile practices and upskilling internal teams

Once the migration was complete, NTT DATA helped Medix adopt agile practices and integrate DevOps tools to automate key processes. Tools such as AWS CloudFormation enabled Medix to deploy new environments and perform updates in a repeatable and agile way, while Amazon CloudWatch allowed for proactive monitoring to detect and resolve issues before they impacted operations. NTT DATA also played a crucial role in ensuring that Medix's internal teams could operate and manage the new cloud environment effectively. This included specialized training for IT and development teams, along with ongoing support to address technical issues, optimize the infrastructure and scale operations as needed.

Outcomes

Medix's migration to the AWS cloud has delivered tangible benefits, starting with enhanced scalability and flexibility. The cloud infrastructure designed by NTT DATA allows the company to adjust computing and storage resources based on business needs — critical during periods of peak demand or regional expansion. Additionally, the shift to a cloud consumption model on AWS has optimized costs and improved financial efficiency. NTT DATA's optimized architecture has also improved SAP ECC performance and reduced response times — both vital for the company's continuous operations.

The redesigned infrastructure ensures the central management system is always available, thanks to built-in redundancy that prevents unplanned downtime and safeguards mission-critical processes.

Looking ahead, the migration to AWS — combined with agile methodologies and the integration of DevOps tools — positions Medix to pursue innovation more effectively. The company is now better equipped to explore advanced analytics, artificial intelligence, and digital platforms that can enhance the customer experience.

With NTT DATA's support, Medix has unlocked the full potential of the cloud, improving agility, security and operational efficiency — and is now poised to lead the future of the pharmaceutical and healthcare industries.

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We've been pioneers — few companies have dared to migrate to the public cloud, as many still face legacy mindsets and barriers that need to be overcome. In our case, the knowledge and training we received enabled us to understand and address the different challenges."

Eric Rivera Hernández, PMO and Director of Development, Medix