



AWS Cloud support and management for a digital fraud detection company in the US





Challenges:

1. Migrating and scaling up DB
2. Application performance issues
3. Application modernization
4. Infrastructure monitoring, support and optimization
5. Application integration
6. Availability and security issues
7. Monthly patching of Windows and Ubuntu servers

The Solution:

The client need help with AWS Cloud support as well as managing all their servers and applications. Aspire provided Cloud management, accounting and reporting system to their infrastructure.

About the Customer

FiVerity a US-based collaborative identity intelligence platform for the finance management industry. The organization provides financial institutions with the industry's first holistic approach to digital fraud defense. FiVerity's platform further strengthens each user's defense by enabling secure information sharing across financial institutions, regulators and law enforcement agencies. Their platform integrates with a number of data sets to deliver a comprehensive view of the threats facing an organization with a layer of intelligence that provides actionable insights.

The Need

The client needed to integrate their platform with a range of fraud detection solutions and data sets, including both in-house and third-party applications. Some applications needed modernizing to save IT costs. They also sought to reduce flow of IT services during times of low usage/demand. They were struggling with continuous monitoring and support for their infrastructure which was taking a toll on performance of the business. The client faced difficulties in managing all their servers and applications, giving rise to security problems. They needed to replace, upgrade and optimize their infrastructure.





The Results:

1. 30% cost reduction with optimization
2. Faster service delivery with automation
3. Improved application performance and security
4. Zero downtime with cloud server support & proactive monitoring
5. Improved user experience
6. Simple ticketing system to troubleshooting technical product issues reported by the client
7. Daily AMI updating and incremental database backup for future reference
8. High availability of servers
9. DB backup every 4 hours

Aspire's Solution

Aspire was able to provide the client with AWS cloud support and monitoring with a solution-oriented team dedicated to de-bugging issues as soon as they arose. Our support team in collaboration with the contractors of the client ensured issues were researched and documented in detail before sending a list of possible solutions to the client. This gave the client a better grip on the situation and reduced the turnaround time.

Apart from proactive monitoring, which was the primary goal of the client, we have also helped them with the monthly patching and maintenance work on Windows and Ubuntu servers. We were able to reduce data loss by restoring DB backup every four hours. In case the data loss crossed a period of four hours, the AMI backup had to be restored. Aspire provided the client with technical support to restore all AMI backups in the N. Virginia region and assisted them to route all the traffic to the N. Virginia servers. We helped the client set up, implement, troubleshoot, and provided them the right attention wherever required.

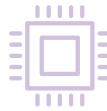
After careful analysis of the state of the client's IT landscape, Aspire's AWS experts upgraded and modified assets and removed unnecessary ones to help the client reduce costs. A key benefit of Aspire's cloud optimization was streamlining IT processes which helped reduce complexity. As a result, applications ran faster, were more agile and provided a better user experience. Automating business processes also played a major role in reducing complexity and freeing up time and costs to focus on the core business.



Best Practices Followed

1. Data protection and key management
2. Proactive monitoring
3. Network security
4. Application security
5. Governance and security

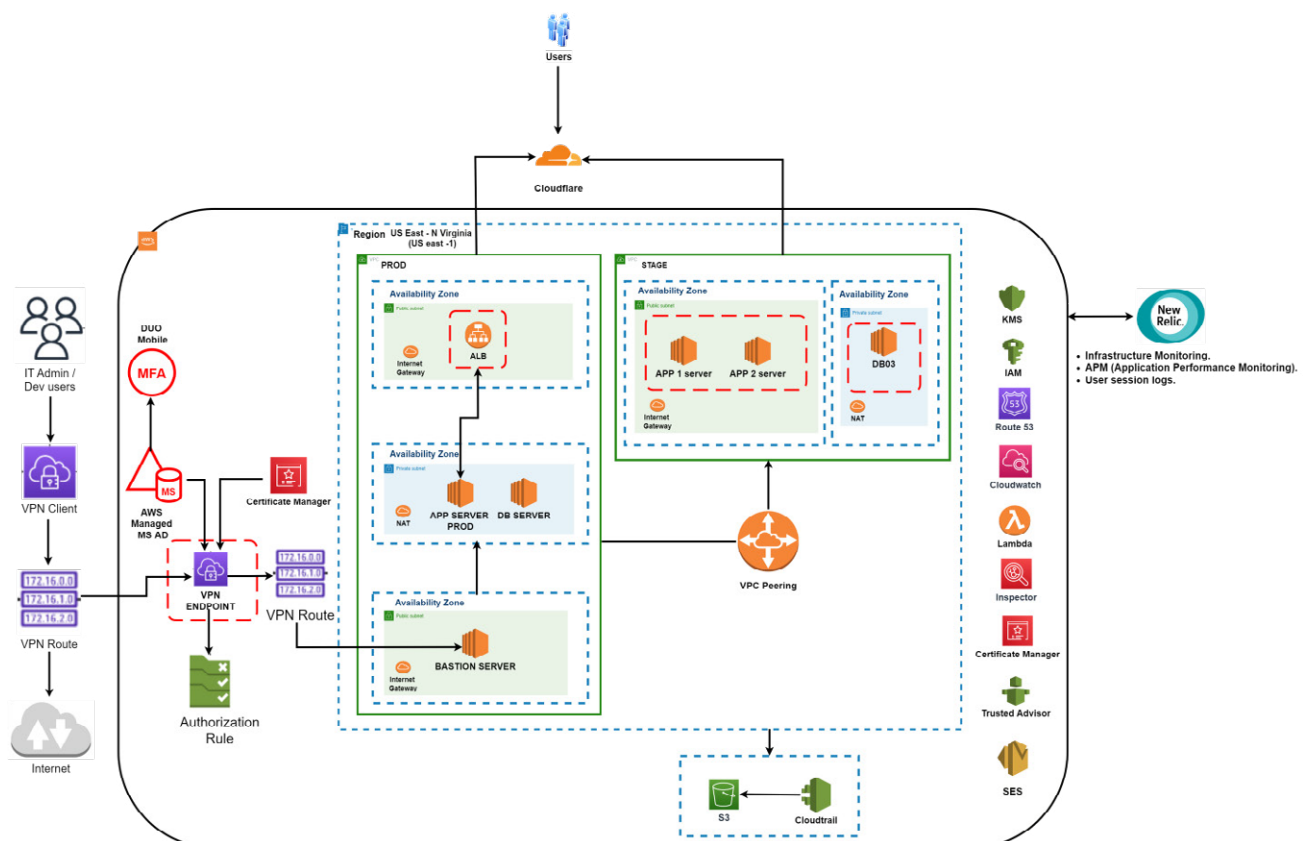
Technology Snapshot



» **Technology used:** AWS Cloud, Cloudflare

» **Platform:** Windows 10, Ubuntu

» **Languages:** Java, MySQL





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