



AWS support and monitoring for a top commencement services company in the US





Challenge:

- The clients had a widespread environment with a lot of unaccounted data, where streamlining was necessary.
- Data has to be protected and backed up to prevent data loss.
- Ensuring higher user adoption by solving issues promptly.
- Widespread access to be identified and restricted to identity & resources level access permissions.
- Cleanup activity in necessary places to reduce costs.
- Replacing outdated services or services nearing EOL with the latest ones.
- Integrating better tools with the current aws environment for better monitoring and logging.
- Implementing better security practices at the firewall level.
- Identifying areas wherever automation would be required.

About the Customer

Our client is among the top manufacturers and marketers of class rings, and other student jewelry products like yearbooks, letter jackets, graduation regalia, etc. in the United States of America. Balfour & Co is well known for its long and successful business with not only middle/high school students but also college undergrads and alumni. Their products focus exceptionally on quality, last a lifetime, and carry unforgettable moments that make student life special.



The Need

Balfour was facing difficulty in managing all of its servers and applications. Moreover, identifying the whole infrastructure and data was a challenging task as the client is an e-commerce business. As Balfour was implemented on a multi-cloud platform, it was the need of the hour to deal with different teams and to host different complex client bases.



Solution:

- Aspire's AWS team along with that of Balfour managed services nuked every issue as soon as it arose. Documenting all possible solutions and sorting out bottlenecks quickly gave the client a much-reduced turnaround time.

Results:

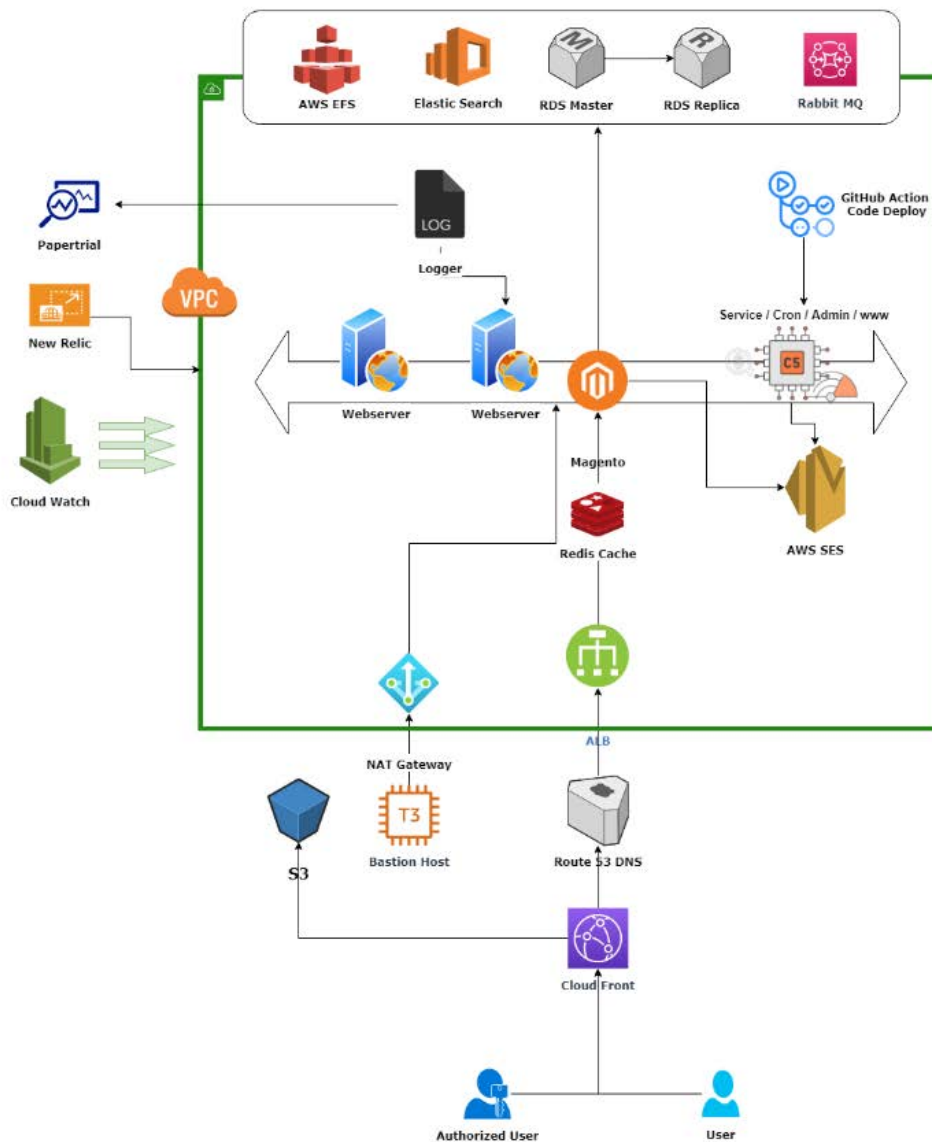
- Providing Cloud server support ensuring zero downtime.
- Troubleshooting technical issues reported by the client via raising tickets.
- Resolved issues pertaining to functionalities, add-ins, integrations, customizations, and new features in 4 weeks.
- Accumulation of resources has been identified and cleared for better cost management.
- Better monitoring activity enabled for a new setup.
- Regular clean-up activity is also set to avoid the accumulation of duplicated data or unnecessary storage consumption.
- Regular Monitoring on Newrelic & 24/7
- Cost optimization by almost 20%

Aspire's Solution

Aspire was able to setup, implement, troubleshoot, and provide 24/7 proactive monitoring to get them the required attention when Balfour & Co was struggling with monitoring and streamlining the infrastructure. Our AWS team did a detailed R&D whenever the client faced any issues and quickly sent them the possible solutions to the problem.

The cloud server support was achieved in a short period of 4 weeks and helped the client cut down approximately 20% off their infrastructure costs. A new setup was also enabled for better monitoring that also handled issues regarding functionalities, add-ins, integrations, customizations, and other new features. A regular cleanup activity was scheduled to identify resources and clear them up for storage and cost optimization.



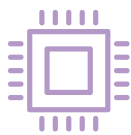


Best practices:

- Providing **24/7 monitoring**.
- An **equipped team** with good expertise in AWS, Windows, and Linux.
- Coordinating with the client for **ensuring faster turnaround**.
- Daily client huddles to make sure everyone is on the same page.
- Redefining **IAM policies** wherever necessary.



Technology Snapshot:



- » AWS EC2, ELB, Lambda Functions, EKS, ECS, Route 53, Elasticsearch, RDS, S3, ElastiCache, Rekognition, Cloudflare
- » Newrelic for Host and APM Monitoring
- » 24x7 Monitoring
- » **Operating System:** Windows and Linux



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