

24X7 Cloud Infrastructure Management for a Leading Performance Management Software Provider



ATTENTION. ALWAYS.



aspire 
SYSTEMS
attention. always.

THE CUSTOMER

Our customer is a leading provider of Employee Performance Management, Development & Engagement Software. It focuses on providing affordable and easy to use solutions for strategic talent and performance management to every organization.



THE CHALLENGE



Anticipating business growth, the customer wanted a solution/platform that would improve management of their IT infrastructure and applications to boost availability and performance.

The following were the key challenges faced by them:

- 1 Low Availability:** This was one of the major challenges and high availability of applications and databases was critical.
- 2 High Downtime:** There was a high amount of downtime involved, when an interruption occurred or a maintenance requirement had to be addressed. This resulted in customer dissatisfaction.
- 3 High IT Costs:** They were bogged down by high operating IT costs due to low resource utilization and use of non-standard operating processes.
- 4 Security:** Another challenge was lack of security in their existing infrastructure.

THE SOLUTION



Delivered robust and seamless 24X7 server monitoring and cloud support services along with patch management for the servers.

Conducted security audit for AWS on cloud as well as on servers.

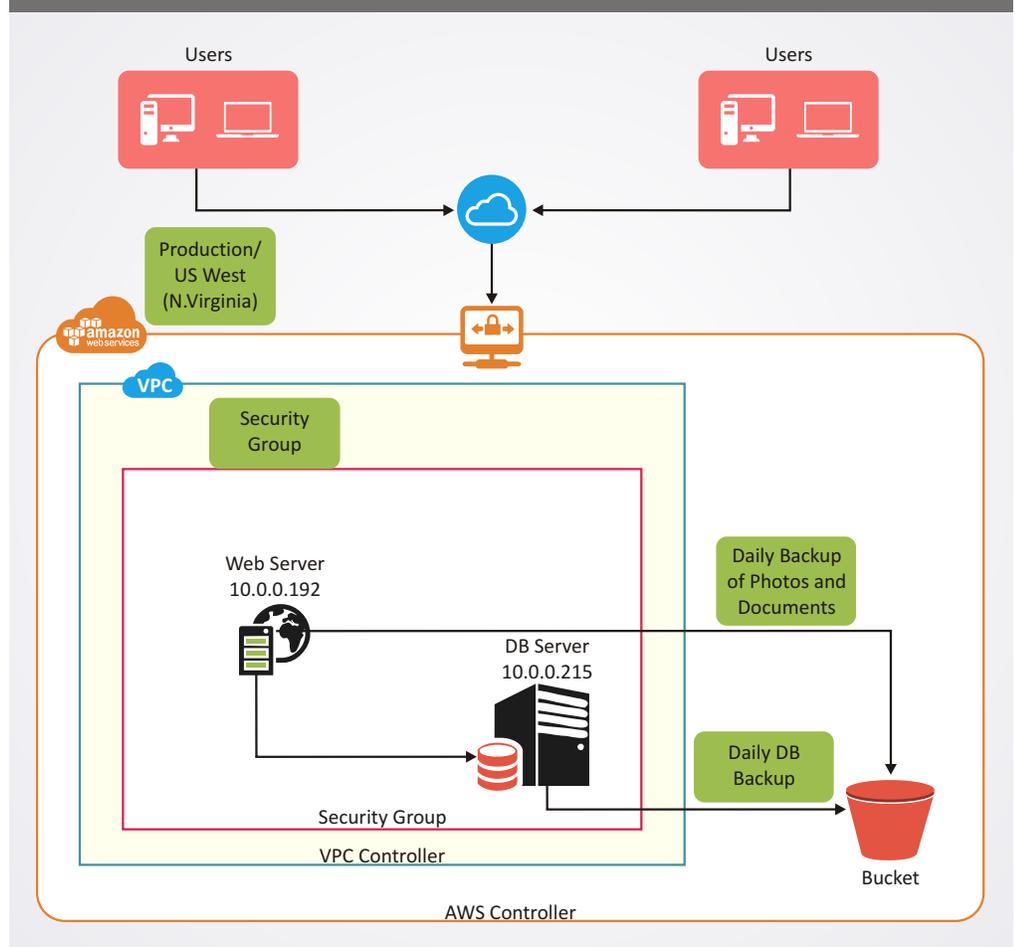


We engaged closely with the customer to take a deeper look at the applications to be deployed as well as the challenges involved. Based on our consulting, we provided an integrated approach to address their business challenges while curtailing TCO (Total Cost of Ownership).

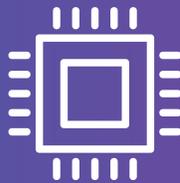
Our scope of engagement included the following initiatives:

- 1 Moved the IT Infrastructure setup from TATA Cloud to Amazon Web Services. This was done after defining and documenting an effective roadmap for AWS deployment of their applications based on industry best practices.
- 2 Post-deployment, we provided ongoing management and support services for their infrastructure and applications.
- 3 Continuously ensured high availability of applications and provided efficient management of Database ETL (Extract-Transform-Load) processes.
- 4 Delivered robust and seamless 24X7 **server monitoring and cloud support** services along with **patch management** for the servers.
- 5 Conducted **security audit** for AWS on cloud as well as on servers.
- 6 Provided automated **user provisioning** to streamline IT workflow and simplify account management for users.
- 7 Conducted **vulnerability assessment** of their network data and resources based on compliance with “CIS AWS Foundations Benchmark” and provided recommendations on tightening their security controls to address specific security flaws.
- 8 Worked on a **data retention plan** to enable policy-based protection, accessibility and retention of organizational data so as to optimize recoverability and reduce the risks of misuse and loss.
- 9 Also, finalized a **Business Continuity & Disaster Recovery Plan** for critical IT infrastructure in order to ensure total resilience against any disaster.

High Level Architecture Diagram



TECHNOLOGY SNAPSHOT



Server:
Microsoft Operating Systems 2012

Database:
MS SQL 2012

Clustering:
Failover

We ensured that their application strategy was in tune with their overall business objectives. Broadly, the customer achieved the following outcomes:



Increased availability of platforms and applications.

BUSINESS BENEFITS

Ensured zero downtime in business critical systems.





Provided faster product release.

Reduced overhead and operations costs resulting in **cost savings by as much as 30%**.



60%

Improved turnaround time for user requests and issues. **Slashed the mean time for incident resolution by 60%**.

Achieved 40% greater server efficiencies through migration to AWS.



FUTURE IMPACT



By providing them a robust environment for application management and maintenance, Aspire ensured that their business applications perform to agreed standards without interruption. This in turn boosted business responsiveness and performance while reducing IT costs, thereby giving their business a competitive edge in a future rife with disruptions.

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ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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