



# Leader in food and beverage industry saves 40% with AWS managed services



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always.



## Challenges:

- Massive operational expenses
- Increased downtime when incidents were raised
- Scalability issues
- Unavailability of servers during peak hours
- Inefficient monitoring
- Slow response time
- Reduced productivity
- Increased manual processes

## Solution:

24/7 monitoring of AWS Infrastructure, monitoring of applications, support for AWS services, database administration tasks and DevOps support

## Results:

- Transition completed in 4 weeks and teams operated as planned
- SLA response and resolution at 99%
- 40% cost savings with AWS support
- 75% reduction in the number of recurring tickets

## About the Customer

Dine Brands Global is one of the world's largest full-service dining companies and franchisor of Applebee's Grill + Bar and IHOP, two of America's most iconic and enduring brands. With over 3,530 locations in 17 countries, the client empowers, supports, and grows the world's most-loved restaurant brands. An almost 100% franchised organization, the client has collaborated with some of the best franchisees to remain a franchisor of choice within the industry.

## The Need

Increased downtime, lack of efficient incident management processes and poor monitoring of infrastructure, applications and services led to considerable businesses losses for the client. Recurrent incidents took a great toll on productivity. Managing an internal team along with an outsourced vendor also racked up operational costs. The model didn't allow the client to scale their operations despite being on the cloud.





## Results:

- 30% automation & orchestration
- Continuous monitoring of AWS Infrastructure
- Monitoring of the database's health with preventive or corrective action taken when necessary
- Accurate update of logs for tickets
- Augmented visibility and reporting of increase/decrease in workloads
- Immediate flagging of issues and easy risk administration
- Prompt treatment of incidents
- Enhanced round-the-clock network monitoring
- Improved productivity
- Improved quarterly server patching compliance
- Reduced manual labor by automating agent deployment

## Aspire's Solution

Aspire's experts found that the client required continuous monitoring of AWS Infrastructure, applications, support for AWS services, database administration tasks and DevOps support. They set up a dedicated team for patching services, developed an overall transition plan for all services in scope and set about implementing it.

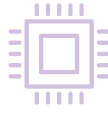
Aspire offered support on Digital L3, AURUS omnichannel platform, and L3 digital apps. Support services covered all applications, including the client's sharepoint and mobility services for Android and iOS. Once the sites and servers were stabilized and bugs were fixed, the client reported a drop in recurrent issues. The team also set up a systematic approach towards clearing backlogs every 15 days. The client reported almost immediate results with Aspire's support, including reduced operational costs, higher productivity, near zero downtime during peak business hours, not to mention a 75% reduction in the number of recurring tickets.

The team ensured proactive management of cloud components covered virtual machines, storage, network and security (public subnets, private subnets, security rules, VLAN, etc.) with improved identity and access management. Aspire improved monitoring of the database's health with corrective or preventive action taken when required. The team also set up auto alerts and notifications to monitor threshold violation, including application and service.

Comprehensive troubleshooting and root cause analyses were conducted for incidents. Bottlenecks were identified and solutions suggested. Aspire also provided operation support to update work logs with regards to ticket status for easy tracking. The team enhanced CI/CD process, pipeline and scripts based on future requirements/tools integration. Improved virtual machine management with decommissioning of unused VMs combined with monthly deletion of AMIs/Snapshots helped with cost optimization.



## Technology Snapshot



- » Amazon EC2
- » Amazon S3
- » AWS Cloudwatch
- » Amazon VPC
- » Amazon Cloudfront
- » AWS Cloudformation
- » Amazon DynamoDB



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