



# US performance management **software provider slashes costs by 30% with AWS migration and support**





## Challenges:

- Patching both Windows servers has to be done on a monthly basis.
- The client couldn't risk any downtime server issue, so the monitoring has to be done 24/7.
- Low Availability of applications and databases was critical.
- High downtime when an interruption occurs or when a maintenance requirement had to be addressed, resulting in customer dissatisfaction.
- High IT costs due to low resource utilization and use of non-standard operating processes.
- Lack of security in their existing infrastructure.

## Solution:

- Aspire provided the client with cloud management and support, setting up an integrated approach to address their business challenges.

## About the Customer

US-headquartered Synergita Software empower employees, enhances performance, and helps organizations in building close-knit and highly engaged teams. Our client also has offices in Singapore and India. Their main goal is to provide affordable and user-friendly solutions for strategic talent. Synergita also takes care of performance management in organizations.

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## The Need

It was becoming increasingly difficult for the client to improve the management of their IT infrastructure and applications with the anticipated business growth. They needed a highly available site with monitoring and backup services. 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. They were bogged down by high operating IT costs due to poor resource utilization and use of nonstandard operating processes. Another challenge was lack of security in their existing infrastructure.





## Results:

The following are the business benefits achieved:

- 60% reduction in mean incident resolution time & improved turnaround time for user requests and issues
- 40% greater server efficiencies through migration to AWS
- 30% reduction in overhead and operations costs
- Improved security and resilience
- Easy scalability
- Workloads run efficiently with AWS well-architected infrastructure
- High elasticity and agility
- Centralized backup monitoring
- Improved data accessibility

## Aspire's Solution

Aspire's experts engaged closely with the customer to take a deeper look at the applications to be deployed as well as the challenges involved. The team provided an integrated approach to address their business challenges while curtailing TCO (Total Cost of Ownership).

- 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.
- Post-deployment, the client was provided with management and support services for their infrastructure and applications.
- Continuously ensured high availability of applications and provided efficient management of Database ETL (ExtractTransform-Load) processes.
- 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.
- Provided automated user provisioning to streamline IT workflow and simplify account management for users.
- 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.



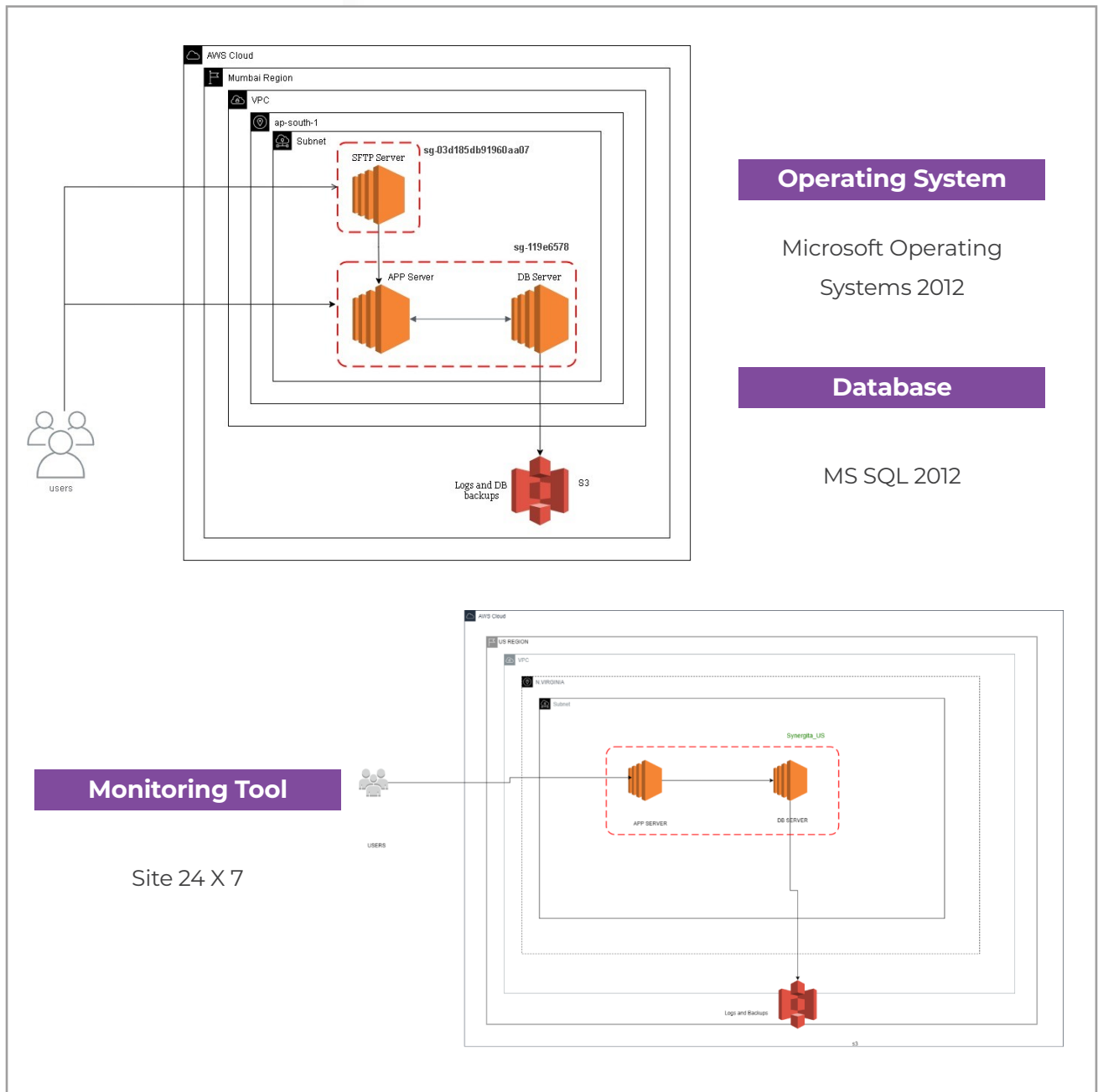
- Worked on a data retention plan to enable policy-based protection, accessibility and retention of organizational data so as to optimize recoverability and reduce the risks of misuse and loss.
- Finalized a Business Continuity & Disaster Recovery Plan for critical IT infrastructure in order to ensure total resilience against any disaster.
- Installing OS patches and security updates for servers
- Backup management
- Troubleshooting cloud related issues, tasks, configurations, information that customer reported and other infrastructure related issues
- Conducted security audit for AWS on cloud as well as on servers
- Managed Snapshots
- Monitoring Virtual Machine Performance, alarms & Events
- Vulnerabilities fixed immediately for better performance
- Provided Break-Fix / Corrective and Emergency support to the Webserver & DB Server Teams
- Improved overall security with implementation of data encryption, security group, activity logging and IAM
- Followed AWS Well-Architected framework to run workloads most effectively
- Used AWS Lambda for its serverless infrastructure where DevOps teams can create new services without any need to provision infra.





## Best practices:

- Check backup sync with S3 daily
- Manage a weekly usage report
- Providing 24/7 monitoring
- Team is equipped both Windows and Linux experts
- Coordinating with client for faster turnaround





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