



Tech Mahindra is the AWS Cloud Managed Services Provider (MSP) for Dilmah Ceylon Tea Company PLC. Tech Mahindra is working very closely with Dilmah team to improve security and performance of the e-commerce shops hosted on AWS cloud, improve the reliability and cycle time of the release management process. We are also in the process of implementing various initiatives for optimizing the cost by bringing in best practices.

About Customer

Dilmah is Sri Lanka's most recognised international tea brand. The company was founded in 1974 by Merrill J Fernando. It is available in over 100 countries including New Zealand, Australia, the United Kingdom, Turkey, Lithuania, Pakistan, Poland, Russia, Hungary, Canada, Chile, South Africa, Australia, Indonesia, Japan, the United States and , Estonia.

Business Scenario

Dilmah's e-commerce shops are hosted on AWS and are accessed by people to buy tea online all across the globe through out the year. Dilmah was in need of a partner who could provide solutions to increase the availability, security and performance of the their e-commerce shops. Dilmah needed a partner who could provide better services by addressing their day to day cloud operations on AWS and their ecommerce application.

Dilmah's business services were impacted due to :

- Application performance issues
- Lack of security compliance
- Latency issues impacting end user experience
- Limited predictability and controls around operational costs
- Shortage of skilled cloud support team

Our Solution

Dilmah was facing challenges around their environment availability, reliability and security. Dilmah wanted to have an optimized cloud environment with better cost management.

We addressed the challenges with our mCOPS (managed Cloud OPerationS) offering. Tech Mahindra mCOPS provides the following solution and services:

- ✓ Improved security at both infrastructure and application level
- ✓ Content delivery network implementation
- ✓ Cloud infrastructure monitoring
- ✓ Server-less backup and recovery solution
- ✓ Optimized cloud environment & capacity management

Value Delivered

- ✓ Provided enhanced security
- ✓ Latency issues were addressed using content delivery network (Cloud Front)
- ✓ Faster business turnaround for critical issues
- ✓ Server-less backup and recovery solutions
- ✓ Access based on least access principle
- ✓ Multifactor Authentication system implemented for cloud logins

Consumed AWS Services

- Amazon EC2
- Amazon EBS
- Amazon S3
- Amazon Cloud watch
- AWS Cloud Trail
- AWS Lambda
- AWS SNS
- AWS VPC
- AWS Cloud Front
- AWS Load balancer