

Optimized Cloud Environment with Enhanced Cost Management for Dilmah



About The Customer

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 THE 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.



Premier
Consulting
Partner

Migration Competency

DevOps Competency

L1 MSSP Software
Competency

AWS Database
Migration Service

MSP Partner

Business Scenario

Dilmah's e-commerce shops are hosted on AWS and are accessed by people to buy tea online across the globe throughout the year. Dilmah needed a partner who could provide solutions to increase the availability, security, and performance of 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

Business and Community Impact

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



Server-less backup and recovery solution



Content delivery network implementation



Optimized cloud environment & capacity management



Cloud infrastructure monitoring

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

Value Delivered



Provided enhanced security



Server-less backup and recovery solutions



Latency issues were addressed using content delivery network (Cloud Front)



Access based on least access principle



Faster business turnaround for critical issues



Multifactor Authentication system implemented for cloud logins



About CloudNXT.NOW

TechM CloudNXT.NOW is a comprehensive set of services, solutions, and frameworks that help our customers accelerate their cloud journey. With rapid changes in cloud adoption, it is imperative for us to ensure that our clients gain the potential benefits of cloud and to help them be future ready. With a portfolio of cloud services combined with cloud expertise from our acquisitions, we bring cloud operating models and engineering services to our customers leveraging SRE and DevOps platforms that accelerate business value with hybrid cloud.

For more details reach out to us at cloudnxtmarketing@techmahindra.com

Tech Mahindra



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www.techmahindra.com
top.marketing@techmahindra.com

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