

Tech Mahindra is the AWS Cloud Managed Services Provider (MSP) for Macmillan Learning. Tech Mahindra works very closely with the Macmillan leadership team improving the availability of their e-learning services, the reliability and cycle time of their product releases and to reduce AWS cloud costs

About Customer

Macmillan Learning has a key line of revenue critical applications that include compelling digital education products and operational back office services that support a growing number of students and instructors

Business Scenario

Macmillan Learning needed a strategic partner to provide cost effective solutions for peak demand management to ensure high availability. The partner was expected to deliver managed cloud services for applications and cloud infrastructure hosted in AWS and usher in a new level of structured governance and reliable operations.

Root Cause of Business Service Impact –

- Unstructured release and deployment process
- Platform instability and service pillar inconsistency
- Limited governance on the AWS Environment
- Lack of predictable controls around operational cost
- Utilization of cloud native capabilities (e.g. auto scaling)
- Compliance audit

Our Solution

Macmillan Learning required a comprehensive solution and Tech Mahindra delivered the managed **Cloud OPerationS (mCOPS)** service to deliver on key challenges through:

- SLA driven cloud managed services
- Application and infrastructure monitoring
- Cloud automation
- Optimize cloud environment and capacity management
- DevOps enablement leveraging cloud native services

mCOPS (managed Cloud OPerationS)



SLA Management: In conjunction with Macmillan, established a SLA framework, operating model and organization change management plan to onboard the managed services of AWS Cloud environment



Automation and Process Improvement: TechM identified a manual intensive process in the e-commerce platform launch that jeopardized Macmillan's delivery. A custom tool was developed to simplify and automate the effort. This freed up expensive specialized resources and expanded team capacity allowing Macmillan to launch their e-commerce platform on time



Release Management: TechM worked with Macmillan to design release practices for their product deployment. These strategies have been extremely successful in building confidence with the Macmillan teams. TechM now executes virtually every product release as a trusted partner



Solutions leveraging Cloud Native Services: TechM has developed a unique CI/CD solution utilizing native cloud services to replace the existing datacenter oriented deployment process. It is a combination of best of breed open source solutions and custom scripts tailored to Macmillan's needs



Operational Runbooks: Runbooks have been created to improve the incident triage time for repeated and critical issues with in AWS

Value Delivered

- Improved the availability of the Macmillan e-learning services
- Best practices applied throughout the release management cycle
- Process streamlining and service quality enhancement
- Faster business turnaround for critical issues
- Steady state governance model (Strategic, Tactical, Operational)
- Configuration management using automated scripts & tools
- Hassle-free process for patching the cloud services