

Leading Education Publisher

Value Delivered: Infrastructure ops on AWS Cloud for multiple applications

BUSINESS CHALLENGES



Lack of structured governance and processes on AWS



Undocumented platforms and lack of information



Scalability issues with access load



Monitoring tools were not setup properly to alert incidents



Outdated release deployment process



High TCO



No 24x7 Production Support



Platform instability and service pillar inconsistency

OUR SOLUTION



CI/CD: Developed and deployed TM proprietary tool - TIKKA, to improve deployment speed, safer roll back, ASG support, patch compliant, Simple AD integration and right provisioning/ size



Optimized Application & infrastructure monitoring



Created customized shift schedules to address business peak loads and requirements



Optimized Cloud environment and Capacity Management



Implemented DevOps enablement via Cloud native services



Zero touch automation through Jira REST API

BENEFITS DELIVERED



Set up steady state governance



100% FTR on releases



Release cycle time reduced from 2 hrs to 30 min



Improved MTTR by ~70%



Response time SLA improved from 96.8% to 99.97%



90% categorization success rate for Events



21% Cost Savings in Production



35% savings in Non-Production environment



Process streamlining and Quality Enhancement

For more information, get in touch with FrontDoorMnE@TechMahindra.com

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