Tech Mahindra

Managed Cloud Services for Macmillan

Overview

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.

aws partner network

Premier
Consulting
Partner

Migration Competency

DevOps Competency

L1 MSSP Software Competency

AWS Database Migration Service

MSP Partner

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.

- ▶ 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

Managed Cloud Operations (MCOPS)

- ▶ **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 and tools
- Hassle-free process for patching the cloud services

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.

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