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- Outdated release deployment process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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