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LOGISTICS
COMPANY

Top-Tier AWS Infrastructure Operations Services for Nordic Logistics and Supply Chain Company

Ensuring Seamless AWS Operations for a Hybrid Infrastructure

Client: Nordic Logistics Company | **Industry:** Logistics & Supply Chain | **Location:** Scandinavia | **Size:** 130+ employees

CUSTOMER BACKGROUND

Our customer operates a system that simplifies the distribution of goods and improves sustainability across the supply chain of Nordic FMCGs. The company develops reusable crates and pallets, which significantly reduces CO_2 emissions, food waste, product damage, and labor efforts in comparison to disposable packaging.

BUSINESS CHALLENGE

The major part of the customer's infrastructure was maintained on-premises with only a part deployed on AWS. The primary business challenges were to ensure the seamless functioning of the existing hybrid infrastructure. Later, this would pave the way for the full-scale infrastructure migration to the cloud.

In addition, our customer was collaborating with a third-party vendor, responsible for the development of an ML-driven data analytics solution, which then had to be transferred to the AWS environment.

Thus, in order to ensure further sustainable business growth, our customer had to:

- Remodel the existing business processes to minimize the participation of in-house specialists in operational activities and redirect their efforts to strategic business tasks

- Establish professional external expertise for AWS operations

- Support seamless functioning of AWS servers, databases, and network components

- Rework the infrastructure to integrate a robust data backup and recovery

- Ensure efficient event/ incident/ change management according to ITOM best practices

- Enhance the networking between the on-premises and AWS infrastructure components

- Develop an AWS-based platform for a machine learning side project

- Conduct a full-scale cloud-readiness assessment to ensure seamless migration of the entire infrastructure to AWS in the future.

SOLUTION

Infopulse assembled an AWS operations center to address the full scope of the customer's business challenges. Our experts have implemented a complex RACI matrix to effectively rearrange and distribute responsibilities across teams. The RACI matrix enabled the customer to focus on strategic tasks while being informed about the ongoing operations.

The core part of Infopulse's AWS operations center activities included the following:

- Development of thorough runbooks and standard operating procedures (SOPs), and making them available for all parties to enhance the efficiency of AWS operations

- Implemented 24/7 infrastructure monitoring and event processing with less than 30 minutes reaction time to critical incidents

- Established a robust backup and recovery across all AWS servers and relational databases (RDS)

- Improved networking by setting up VPN between the on-premises and AWS-based environments

- Enhanced the security, control, and visibility of AWS resources by configuring AWS identity and access management (IAM)

- Set up an AWS-based platform for the customer's machine learning side project, added and fixed all necessary permissions, and handled AWS support case management

- Utilized Microsoft Teams and Slack to facilitate communication between all parties, and established multiple channels, sub-channels, groups and configured alerts to quickly inform and engage the respective parties during incidents.

Our experts have also developed a **multifunctional ServiceNow-driven solution** that focuses on infrastructure automation and ticket management. The solution is integrated with AWS and includes the full list of the customer's servers. By accessing ServiceNow Cloud Provisioning and Governance, the customer can manage their cloud environment: check the status of their servers, reboot them if needed, and add or remove virtual machines in the AWS environment. The tool is integrated with 24/7 AWS site monitoring to further enhance ticket management. In the future, ServiceNow will help to automate the entire scope of the customer's AWS operations and monitoring processes after the full-scale migration to AWS. And the groundwork for the migration has already been done.

By implementing advanced **Autodiscovery tools**, the Infopulse team has conducted a thorough **cloud-readiness assessment** for the customer. The scope included a full-scale analysis of the existing environment, architecture design proposal, including a comprehensive list of applications and databases that can be migrated as-is, and those that require full or partial redesign. The assessment also featured a full scope of cost changes and expert advice on which processes must be transferred into PaaS and which should remain in IaaS to achieve maximum cost-efficiency.

TECHNOLOGIES & TOOLS

- **AWS** – all AWS-related activities, including backup and recovery, IAM, support case management, etc.

- **ServiceNow** – multifunctional solution for infrastructure automation and ticket management.

- **CMDB** – comprehensive database that displays all servers and their status.

- **Autodiscovery** – tools for discovering the servers, their load and performance, which served as the basis for a precise cloud-readiness assessment.

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- **Site 24/7** – infrastructure monitoring and event processing activities.

- **Infrastructure as code (IaC) via Terraform** – Terraform is a tool for building, changing, and versioning infrastructure. The customer's environment is planned to be deployed on Terraform to further enhance infrastructure management.

- **Microsoft Teams/Slack** – to facilitate communication between parties and improve incident management.

BUSINESS VALUE

Our dedicated AWS operations center enhanced the fault tolerance and efficiency of the customer's infrastructure by rearranging the responsibilities via a comprehensive RACI matrix and providing a full spectrum of external AWS operations services. As a result, the Infopulse team delivered the following business benefits for our customer:

- Established an effective backup and recovery that ensures robust security of the customer's data

- Access to detailed documentation on the improvement of AWS operations efficiency

- Ensured seamless 24/7 AWS operations service with quick response times, resulting in 99.9% infrastructure availability

- No critical incidents and no escalations from the customer or the third-party development team

- Improved collaboration between all parties and facilitated the customer's machine learning side project by developing a dedicated AWS platform

- Implemented a ServiceNow-based solution that provides a holistic view of the infrastructure, optimizes operations, ensures efficient ITOM processes, and paves the way for end-to-end AWS infrastructure operations and monitoring automation

- Assessed the customer's cloud readiness and designed a precise and cost-efficient cloud migration scenario.

Upon successful implementation of the project, the customer extended the partnership with Infopulse to conduct a full-scale migration of their IT infrastructure to the AWS cloud.
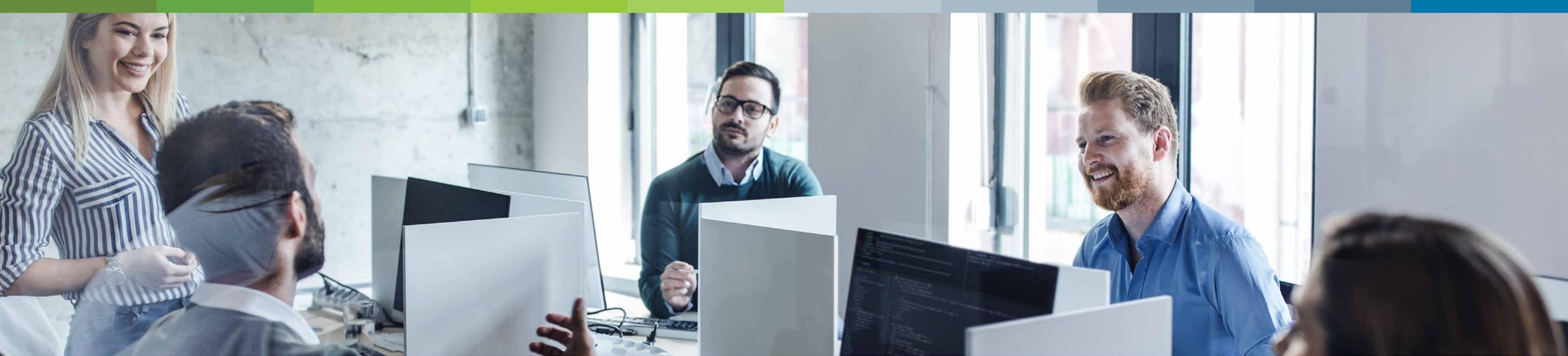
OTHER PROJECT FACTS

TEAM SIZE: 10 FTE

DURATION: 1 MONTH – ONBOARDING OF THE INFOPULSE TEAM, AND COMPLETION OF ALL AWS/SERVICENOW-RELATED ACTIVITIES, INCLUDING THE CLOUD-READINESS ASSESSMENT.

ONGOING 24/7 SUPPORT SINCE JULY 2020.

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ABOUT INFOPULSE

Infopulse, part of the leading Nordic digital services company TietoEVRY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 7 countries across Europe and North America. Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelēz, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.

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