



A globally renowned e-commerce logistics firm mandates Ahana to set up AWS/Azure Cloud Infrastructure and provide Monitoring and Support Services

CUSTOMER PROFILE

The client, a global e-commerce logistics with operations in multiple countries, provides a range of e-commerce shipping options for online businesses. The company's APAC operations are managed predominantly from India. Due to the nature of its business catering to customers in multiple countries and in multiple regulated environments, the company has developed a host of complex IT Applications to manage its business operations.

The company had hosted many of its business applications in its on-premises data centers. However, this had resulted in multiple capacity issues. The nature of the company's business is such that it has different peak season requirements in

different countries. This resulted in different capacity requirements at different points of time which needed a more agile IT environment. The client wanted to move to a better and modern IT Infrastructure by moving to cloud and from a Capex model to an Opex model as far as its IT Infra usage is concerned. The most important requirement was to move to a highly agile and scalable model where they could scale down and scale up depending on the peak and off-season requirements from various regions. In essence an infrastructure setup that can shrink and scale to suit the specific requirements of a shipping logistics business.

AHANA PROVIDES A SMOOTH RIDE

The IT Infra of the client hosts many critical business applications which are directly responsible for the company's revenue. At the time of the beginning of the project when Ahana started, few business applications were newly developed by an India headquartered leading IT Services company and few other partners and the company had also developed the IT architecture to host and run the applications in Cloud. Ahana's mandate was to take over the IT Architecture and build out the entire IT Infrastructure in Cloud, take the project live and then provide managed IT support services for a period of 3 years.

Ahana's team ensured that the implementation and transition to cloud was seamless keeping in mind the absolute critical nature of the business applications hosted and is providing monitoring and support services for the cloud environment currently.

The client uses Ahana for 24/7 IT Support on a fixed cost structure based on a specific threshold usage which again ensures additional cost benefit due to the shared resource model provided by Ahana.

A HAPPY END TO THE JOURNEY

A successful partnership that has now resulted in Ahana moving on from providing support services to IT Consulting services. Ahana also played a major role in helping the client set up its SOC (Security Operations Centre) with the help of Ahana's SOC partner again showcasing the value-add services that Ahana believes in providing to its.

RESULTS

The move to the cloud scalable infrastructure and usage of a 24/7 shared network support center has resulted in -



Significant cost benefit for the client because of the pay as you use model. Also, subsequent move towards RI, has further reduced cost by up to 40%.



Significantly improved operational efficiency as the capacity usage can now be scaled up and down according to the seasonal demand critical to the client's core business.



Significant decrease in Infrastructure incidents and outage.

ABOUT AHANA

Ahana is a 13 plus year old Information Technology firm based in Bengaluru. The company started off as a SME oriented company providing IT services to SME's and has since then transformed itself into an to end to end Infrastructure Managed Services and Digital Transformation Services company which provides the latest in Cloud, RPA, DB & EDW, BI & Analytics and Application Development. Ahana's 100 plus client roster now comprises several large enterprise companies with specific focus and expertise across industry sectors such as Logistics, BFSI, IoT/Telematics and Manufacturing. It's deep domain expertise, skilled resource base and proven partnership with Industry best technology providers such as Microsoft, AWS, Digital Ocean, NetMagic, SAP, UiPath, Checkpoint, FortiGate etc. has ensured that Ahana is now considered as one of the preferred IT service providers for its clients and partners.