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LEADING GLOBAL LOGISTICS AND EXPRESS DELIVERY ENTERPRISE HAS ACHIEVED 100% SLA COMPLIANCE AND RESOLVED 1,400+ TICKETS WITH COMPREHENSIVE INFRASTRUCTURE AND DATABASE SUPPORT.

Efficient infrastructure and database support are crucial for ensuring the seamless operation of logistics and e-commerce services. A well-managed database system helps companies maintain high availability, reduce downtime, and enhance operational efficiency. By implementing a structured support framework, organizations can optimize resource utilization, ensure compliance with service-level agreements, and improve overall business performance.

This case study highlights how Ahana's dedicated approach to infrastructure and database management enabled a leading global parcel delivery company to achieve results in performance, reliability, and cost-effectiveness.

Client Profile

Leading Global Logistics and Express Delivery Enterprise is a specialized division of Global Logistics and International Shipping company in India, providing logistics and cross-border solutions for e-commerce businesses. As a major player in the industry, maintaining seamless database operations and infrastructure efficiency is crucial for ensuring uninterrupted service.

The Challenge

The client required 24x7 database support for its critical applications hosted on AWS and Azure. Managing an expanding infrastructure while ensuring cost optimisation, uptime, and SLA adherence was a key priority. The existing system faced challenges such as:

- **Manual monitoring inefficiencies:** Database uptime was challenging to maintain consistently without automated systems.

- **High operational costs:** Inefficient resource utilization led to unnecessary expenses, requiring an optimized approach.

- **Scalability issues:** As the number of database environments increased, handling and monitoring them became more complex.

- **SLA compliance requirements:** Ensuring smooth operations meant addressing issues within the agreed response and resolution times.

Why Ahana?

Ahana was selected as a strategic partner due to its prior successful implementation of cloud infrastructure solutions for a leading telematics and IoT (Internet of Things) company, which introduced Ahana to the client.

Ahana Approach

To address these challenges, Ahana adopted a strategic approach that focused on reliability, efficiency, and scalability:

- **Comprehensive Assessment:** Conducted a thorough analysis of existing database infrastructure to identify bottlenecks and areas for improvement.

- **Automation and Monitoring:** Implemented automated monitoring using Site24x7 and Managed Engine to detect and resolve issues proactively.

- **Structured Support Framework:** Deployed a dedicated team of 4 L1 and 2 L2 resources to provide 24x7 support and issue resolution.

- **Process Optimization:** Streamlined database maintenance operations to reduce response times and ensure SLA compliance.

- **Cost-Effective Solutions:** Suggested instance type modifications and dynamic resource allocation strategies to minimize expenses.

Solution Implemented

Ahana deployed a dedicated team providing 24x7 monitoring and database support, ensuring maximum efficiency and cost-effectiveness. The solution included:

- **Onboarding all database PaaS and VM instances to 'Site 24x7':** This allowed continuous, real-time monitoring, ensuring potential issues were detected and addressed proactively.

- **Support via Managed Engine:** A structured ticketing system ensured smooth issue resolution and tracking, maintaining organized workflows.

- **Four L1 and two L2 engineers providing round-the-clock support:** A dedicated team handled database issues promptly, minimizing downtime.

- **Optimization of database instances:** Resource utilization was optimized by adjusting instance types and leveraging on-demand usage for cost efficiency.

- **Consultation for database upgrades, migrations, and performance tuning:** Expert advice improved database performance, reducing query response times and enhancing overall efficiency.

The Impact

The implementation led to significant improvements in infrastructure efficiency and cost management:

- **Infrastructure Growth:** The number of supported database environments expanded from **11** to **30**+ in two years, demonstrating scalability.

- **Cost Optimization:** By optimizing instance types and resource allocation, billing costs were significantly reduced without compromising performance.

- **SLA Compliance:** All tickets were resolved **within SLA**, ensuring service reliability with **zero deviations** reported.

- **Efficient Ticket Handling:** Over **1,400** tickets were managed within three months, demonstrating strong incident handling and process efficiency.

- **Improved Response & Resolution Times:**

  - **P3 tickets: 90-minute response time, 24-hour resolution,** ensuring medium-priority issues were resolved quickly.

  - **P4 tickets: Resolution within agreed timelines**, ensuring even lower-priority concerns were not neglected.

Conclusion

Through strategic **automation, monitoring, and cost-effective optimizations,** Ahana successfully enhanced **database support and infrastructure management.** The solution ensured **scalability, operational efficiency, and uninterrupted service,** reinforcing Ahana's expertise in **IT infrastructure and database management.**

About Ahana Systems and Solutions:

Ahana Systems & Solutions is a leading IT Infrastructure Management Services and Digital Transformation company. With expertise spanning Cloud, RPA, Database & EDW, BI & Analytics, and Application Development, Ahana has successfully delivered innovative and scalable solutions to businesses worldwide. With a strong presence across India, Europe, and the USA, Ahana empowers enterprises by providing cost-effective, efficient, and future-ready technology solutions.

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