CASE STUDY

Cloud costs reduced by 65% for reputed US insurance solution provider with 99% SLA and zero escalations

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Challenges:

- *Ineffective management and utilization of resources incurred high-cloud costs*
- *The lack of skilled resources caused escalations and eventually led to business loss*
- *Implementing the solution and coordinating with the team was laborious since the environment transitions took place in Ireland*

Expansion of the current AWS environment while provisioning new environments for new customers.

About the Customer

The client is a software insurance platform that sought to simplify their IT needs. With their quarters in California, US they provide core backend software for P&C insurance carriers across the globe. Their cloud-based insurance software aids businesses to streamline processes: they have a proven record of helping P&C insurance companies optimize operations, enhance engagement, and provide data to drive decisions.

The Need

The client had their applications deployed on the AWS environment. Their business is constantly growing and with the requirement to propel the businesses of their customer base, there is a consistent need to expand their existing AWS environments. The client also required provisioning of new AWS environments for new customers. Further, the existing Oracle, MySQL, Aurora, and SQL server databases needed support.

Solution:

- *Designed and deployed a self-service portal to automate deployment, configuration, and management of applications on AWS environment*
- *Provided technical support on urgent requests. Aspire's team was available for assistance round the clock*
- *Imparted cross training to the team*
- *Swift response and action taken in case of incidents and change requests*
- *AWS-related support to increase database size*

Aspire cloud service's solution

Aspire's solution helped the customer to:

- Expand the existing AWS environment and the simultaneous provisioning of new environments.
- Prevent any business loss by offering technical support on urgent requests and escalations.
- Streamlined management, deployment, and configuration of applications on AWS environment.
- Reduce operational costs using **auto-shutdown timers.**
- Actively attend to incidents and change requests.

Technology Snapshot

- Dynamic Environment Provisioning (DEP) - a self-servicing portal designed for the customer to manage applications
- Support for existing databases such as Oracle, MySQL, Aurora, and SQL server
- Increase in CPU size and database memory

Results

- Improved overall project coordination resulting in **reduced dependency on the cloud ops team**
- Reduced cloud costs by 65%
- Ensured that there were no escalations
- A **CSAT score of 99%** was achieved
- 99% SLA achieved for response and resolution

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