

Managed Services

SUCCESS STORY



THE OPPORTUNITY

The client was searching for a third-party partner to advise, architect, migrate, and ultimately support their AWS footprint through managed services. They had chosen AWS as their new hyperscale cloud solution due to the flexibility, scalability, and cost control. WSM was introduced to the client by AWS.

WHY WSM

WSM was not the first AWS partner introduced to the client. Dissatisfied with the approach of previous AWS partners, the client chose WSM because we built a high-trust relationship with them. By providing a free consultation and being highly responsive to addressing client questions and needs, we demonstrated our expertise and built confidence.

WSM delivered an in-depth, detailed workshop, and invested the time to learn what their business needed in order to architect the right solution and eventually provide on-going managed services to the client.

THE SOLUTION

WSM first migrated all the client's servers to AWS including all related services, databases, modules, and scripts. WSM architected and built the AWS VPC environment with CloudFormation templates, initially consisting of three Production servers (two for content delivery and one for content management), one UAT server, including one RDS instance for Production and one RDS instance for UAT.

Post-migration, WSM has provided fully managed cloud services to the client. Mainly they have been focused on monitoring due to previous software problems. Currently, WSM is building custom monitoring scripts so they're notified of any potential outage at the application layer.

Their fully managed cloud services plan also includes:

- 24/7/365 monitoring and incident response
- IAM user and role management
- VPC and security group management
- OS patching management
- Cost optimization
- Monthly health checks and vulnerability assessments
- WSM's suite of automation and governance: CloudFormation template management, EBS Snapshot lifecycle management, resource cost management, etc.

QUICK FACTS

Industry:
Manufacturing/Finance

Potential Savings:
\$80,000

Types of Services Provided Before Managed Services:

- Advisory/Workshop
- Discovery
- Architecture/Design
- Rehost, Manual, and Transformative Migration

ABOUT THE CLIENT

The client is a publicly traded company with revenues in excess of \$2.4 billion that is primarily engaged in the sale, manufacture, installation, and service of self-service transaction systems, point-of-sale terminals, physical security products, and software services for financial, retail, and commercial markets. They are the largest provider of ATMs in the United States, control about 35 percent of the global ATM market, and are a partner to 90 of the world's top 100 financial institutions.

“You guys are awesome! Our project manager is totally ROCKING it! Keeping all on task with effective communications and all done with great professionalism.”

-Marketing Manager