



Techwave

Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

AWS Cloud Solution for India's Largest Education and Skilling Companies

About the Client

The client is one of the leading online teaching platforms engaged in designing offline e-learning products for millions of students, teachers, and youths nationwide and outside with life-improving capabilities. Over two decades, the client has emerged as a complete value chain and end-to-end service provider, working with outcome-focused service delivery, and creating impact at scale.

The company provides CSE services, focusing on early childhood education, life skills, digital literacy, and other programs, mainly through the support of various corporates under their Corporate Social Responsibility funds. The Client is focused on creating significant and quantifiable societal benefits through educational equity. For the customer, education is more than simply a business. The business uses pedagogy and technology to raise the standard, reach, and accessibility of education for all people. Partnerships between the customer and the government, educational institutions, and international organizations guarantee maximum impact.

Executive Overview

Techwave and the client have collaborated to drive valuable insights and outcomes for the business, particularly in the field of Edtech solutions. As a world-class provider in this industry, Techwave offers insights that can help the client engage with millions of students, teachers, youth, customers, and investors. The client's goal was to build an AWS cloud solution that could help them scale their business and generate more sales opportunities.

Leveraging its extensive industry domain expertise, Techwave partnered with the client to strategize, assess, and migrate their on-premises infrastructure to AWS Cloud, following the best practices of the industry standards. Techwave's Cloud Managed Services (CMS) offers a comprehensive range of management services for various cloud platforms, including GCP, AWS, Azure, and on-premises and co-location platforms, 24/7.



As a result of this collaboration, the client has experienced improved performance and reduced costs. The cloud-enabled setup has also reduced failures and technical issues, providing clients with a more robust and reliable infrastructure to support their business growth.

Client Challenges

The client was undergoing crucial obstacles in several areas of their business, hindering their ability to expand their business. Let's explore some of these challenges in more detail.

The client was searching for a partner who could help them migrate their on-premises data centre workloads to the AWS cloud while ensuring business-based IT migration and ongoing infrastructure management

Handling such a huge chunk of data manually was becoming increasingly difficult for the client, which requires a dedicated team to manage their existing production setup in Google cloud and ensure continuous improvement in service levels

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Using two independent support teams for data centre and cloud support likely results in increased maintenance costs for the client

Due to numerous service partners' involvement in managing their infrastructure, the customer needs more billing visibility

The client is experiencing frequent outages due to hardware issues, impacting their business operations

The on-premises application of the customer needs to be cloud-ready, making migration and management more challenging

The customer has a small support team, leading to unavailability during odd hours or weekends and impacting the overall infrastructure management



Techwave's Strategies & Solutions

Techwave devised an overall solution to address the challenges faced by the client through its Cloud Managed Services (CMS) portfolio. The solution involved managing various cloud platforms, including GCP, AWS, Azure, and on-premise and co-location platforms, round the clock.



Initially, Techwave's CMS took over the Managed Support Services, which provided all the necessary managed service processes for the customer setup in GCP and on-premises. To make the existing on-premise setup cloud-ready, Techwave upgraded it and migrated the infrastructure to the AWS cloud using the Rehosting approach.



To optimize the usage of cloud resources for GCP workloads, Techwave closely monitored and conducted a deep dive analysis. Various tools were used to improve performance, enhance security, and reduce costs. Using the Bill shift approach, the billing process was simplified by invoicing for both cloud platforms as a single entity.



In addition, Techwave introduced proper controls and governance based on ITSM/ITIL standards and their vast experience. The overall strategy and solution provided by Techwave's CMS portfolio enabled the client to overcome its challenges efficiently and effectively.

Business Impact

Considering Techwave's Cloud Managed Service (CMS) capabilities, we could design the solution, and the client was quite satisfied with our service in understanding the business requirement. Our solution helped the client to bring up -

- 24x7 monitoring and support from the Cloud Managed Services team operating from GDC
- More visibility and transparency in billing
- Improved performance with reduced costs
- Cloud-enabled setup resulted in reduced failure and other technical issues
- Cost saving with Resource optimization
- Single point contact center for all IT-related requests
- All applications are now running on the latest versions
- Improved customer engagement.
- Systems fine-tuned for best performance with optimized resource consumption
- DR setup with 99.99% uptime



Why choose Techwave?

Techwave is a global IT services and solutions company that provides a range of digital transformation services to help organizations improve their business operations and stay competitive in today's digital world. Techwave's Enterprise Digital Service Line is a suite of services that focuses on digital transformation and innovation for large enterprises. Additionally, we have a high-spirited space nationwide and globally with-

Long Standing Clients –

Our Client Retention rate is 100%, and we own it

Experienced Resources –

We recruit from leading engineering and business schools with a higher mix of experienced professionals

Global Focus –

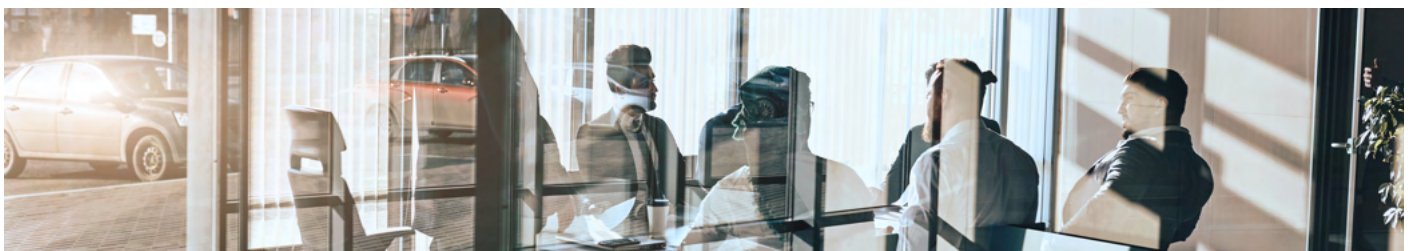
Global presence covering North America, EMEA, APAC, and the Middle East with State-of-the-Art Global Delivery Centre (GDC) in Hyderabad, India

Robust Services –

Expertise across technologies and platforms strategy, implementation, and support services

Strong Alliances –

Alliances with various leading software vendors and business process management service providers



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