

## CASE STUDY



### 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.

## Enabling Businesses with Cloud-Based Content Management Services

### About Client

The client is a distinguished firm specializing in consulting, design, and systems integration. They excel in constructing captivating digital experiences and developing solutions to manage and enhance them effectively. With a wealth of experience engaging diverse user bases, their approach is content-driven and data-optimized. Additionally, they possess extensive proficiency in leading open-source and cloud-based software.

### Executive Summary

Techwave and the client have joined forces to drive valuable insights and outcomes for the business, particularly in the realm of digital experience solutions. As an esteemed provider in this industry, Techwave offered valuable insights to assist the client in assembling a diverse team with various skill sets. The client's objective was to construct an AWS cloud solution that would facilitate business scalability and generate increased sales opportunities through multiple customers and vendors.

Leveraging its extensive expertise, Techwave collaborated with the client to strategize, evaluate, and migrate all backend solutions while ensuring adherence to industry best practices for cloud-based solutions.

This partnership has resulted in the client benefiting from a streamlined and hassle-free experience, as they now have access to a proficient team equipped with the necessary AWS and DevOps skill set. The implementation of a cloud-enabled setup has also significantly reduced failures and technical issues, offering the client a more resilient and dependable infrastructure to support their business growth.

## Client Challenges

***The client encountered significant hurdles across various aspects of their business, impeding their growth potential. Let's delve into these challenges further.***



*The client required round-the-clock support to monitor and maintain their essential infrastructure, which could be hosted on AWS (Amazon Web Services) or a private data centre.*



*Managing multiple customers and vendors proved to be a struggle for the client, as they faced difficulties in maintaining relationships with diverse stakeholders.*



*Maintaining consistency among multiple customers poses a challenge for our client, as T1, T2, and T3 team members should have a different skillset, work in different shifts, and struggle with adhering to and following the client-defined process.*



# Techwave Strategy and Solution

We assembled a team of skilled engineers to handle the support activities and provide the necessary expertise. The support team was responsible for carrying out the following key tasks:



## **24X7 MONITORING AND MANAGEMENT OF INFRASTRUCTURE:**

Techwave ensured continuous monitoring and management of the infrastructure to promptly identify and address any potential issues.

## **DOCUMENTATION:**

Comprehensive documentation was maintained to record all processes, configurations, and changes made to the infrastructure.



## **UPGRADES AND UPDATES:**

Techwave handled the installation of upgrades and updates to keep the infrastructure up to date with the latest technologies and security patches.

## **MIGRATION SUPPORT:**

The team assisted with migration activities, ensuring a smooth transition from existing systems to new environments.



## **TROUBLESHOOTING SUPPORT:**

In the event of any issues or incidents, the support team provides troubleshooting assistance to diagnose and resolve problems promptly.

## **CMS PLATFORMS, AWS, AND DEVOPS MANAGEMENT & SUPPORT:**

Techwave was responsible for designing, creating, and offering continuous support for the AWS infrastructure, guaranteeing its stability and dependability. Additionally, all customer applications developed in CMS platforms such as Liferay and Alfresco were handled. The T3 team primarily focused on application-related tasks and AWS and DevOps-related responsibilities.



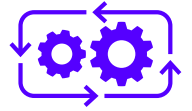


#### **DISASTER RECOVERY SUPPORT:**

The team assisted in setting up and maintaining disaster recovery mechanisms to ensure business continuity in case of unforeseen events.

#### **AUTOMATION:**

Techwave leveraged automation tools and technologies to streamline repetitive tasks and improve operational efficiency.



#### **LOG ANALYSIS FOR ERRORS AND INCIDENTS:**

The team analysed logs and monitored for errors or incidents, proactively addressing them promptly.

#### **TESTING, DEPLOYMENT, AND PERFORMANCE TUNING SUPPORT:**

The team provided support during testing, deployment, and performance tuning activities to ensure optimal system performance.



#### **OS, APP & DB IMPLEMENTATION, CONFIGURATION, AND ONGOING SUPPORT:**

Techwave handled the implementation, configuration, and ongoing support of the operating systems, applications, and databases.

#### **NETWORK AND SECURITY SUPPORT:**

Techwave supported network infrastructure and security measures to safeguard the system against potential threats.



#### **TICKETS, INCIDENT, AND CHANGE MANAGEMENT SUPPORT:**

The team handled ticketing, incident management, and change management processes, ensuring timely resolution of issues and effective handling of changes.

## Business Impact

- Five-member teams were onboarded to provide Level-1 and Level-2 support in rotating shifts.
- Each team possesses the necessary skill set to handle a wide range of services.
- The approach ensured the client's infrastructure receives efficient and reliable support.
- The team's efforts contribute to smooth operations and facilitate business growth.
- Seamless information transfer was achieved without any difficulties.
- Multiple individuals benefit from the team's expertise, making the process hassle-free.
- A centralized service point was established for the vendor to manage all customers.
- Efficient back-end solutions are provided using cloud-based technology.
- The team effectively implemented its process, ensuring consistent adherence and maintenance among all members.
- The Cloud Managed Services team offers round-the-clock monitoring and support.
- Increased visibility and transparency are achieved in the service delivery process.
- Cost savings are realized through optimized resource utilization.
- Customer engagement was improved through enhanced services.



## Why Choose Techwave?

Techwave is a global IT service and engineering 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. .



### **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 a higher mix of experienced professionals



### **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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