



CASE STUDY

ENHANCED CLOUDOPS OPTIMIZES UNIFIED COMMUNICATIONS APP DELIVERY FOR TECH LEADER

Rapid deployment, global scalability and robust security of Azure cloud resources across regions with standardized cloud-based app delivery and 20% savings/month

Client Background

A multinational provider of cloud unified communications platforms wanted to enhance their cloud infrastructure and leverage opportunities to **make their cloud operations more efficient and cost effective**. They were also looking at various integrations and support services to **optimize the security features** of their offerings and leverage the existing cloud to **expand into multiple, new geographies**.

At the same time, the client wanted to assure customers that the company would maintain current compliance standards and response times in the geographical locations they served. Xoriant provided a team of CloudOps experts to help the client **optimize cloud costs and extend its geographic reach, while strengthening security across the solution platform**.

Key Objectives

- Optimize client's cloud presence to support critical global communications applications by upgrading the existing cloud environment to provide global scalability, performance and cost-effectiveness.
- Ramp up existing tools, build processes, engage teams and bring multiple work streams into a centralized, virtual environment to increase productivity and deliver a cost-effective solution.
- Adopt modern support best practices aligned to cloud transformation.
- Manage the cloud environment with a defined service level objective (SLO).
- Increase developers' self-reliance and innovation with toil reduction.
- Review and improve CloudOps architecture and component interconnectivity.

KEY BENEFITS

- Delivered 20% saving on cloud spend per month with resource optimization and Azure budget and spend facilities.
- Achieved 86% reduction in unnecessary alerts using root cause analysis (RCA); 30% reduction in false positives.
- Reduced onboarding and service availability from hours to minutes with automated infrastructure and deployment.
- Optimized app performance with enhanced environment visibility, e.g., real time traffic flow and application latency using Kiali, Prometheus and Grafana.

- Make CloudOps the central team for providing round the clock support.
- Address the lack of insights in a microservices application stack.
- Resolve the lack of uniformity and standards for monitoring/alerting and non-existent alerting and ticketing integrations.

Xoriant Solution

- The CloudOps team assessed existing environment for tools and process in play.
- Leveraged Azure DevOps for end-to-end automated cloud infrastructure and application deployment.
- Ran proof of concepts and demos for stakeholders to standardize toolset and define SLOs.
- Implemented a two-pronged strategy around observability for cost savings.
- Templated integrations for day zero observability and alerting for resources.
- Automated notifications, reporting and ticketing integrations for critical alerts, cost management and security vulnerabilities.
- Audited existing tools and standards in use.
- Deployed 24X7 SRE operations team for monitoring, task automation, incidents and upgrades by leveraging runbooks and auto-healing.
- Assessed the existing environment for automation; reduced manual daily tasks up to 70%.
- Automated alerting and dashboarding solution as part of new region or resource deployment.
- Implemented integrations with incident management/collaborations tools.
- Implemented Prometheus-Grafana and AlertManager to improve the observability of the AKS clusters to meet the client SLOs.
- Identified architecture gaps and recommended solutions and fixes.
- Provided unified dashboard for compliance and observability.

KEY BENEFITS

- Enabled day zero configurations for application stack observability, ready prior to onboarding.
- Reduced errors, improved code quality with quality checks and vulnerability reporting; automated integrations with DevOps pipeline.
- Centralized security and compliance with Qualys; minimized risks with defined processes and standardized tools, observability metrics, dashboarding and alerting configurations.

Technology Transformation

Azure Cloud | Azure Kubernetes Service | Azure DevOps | Azure App gateway | Azure Firewall | Azure Monitor | Azure Defender | Aiven Cloud | SonarQube | Qualys | Datadog | Loki | Prometheus | Grafana | API gateway | Functions App | Istio | Kiali | Tempo | NATS | Velero | Aiven Kafka | Shell | Terraform | GitHub | AlertManager | SSL | PowerShell



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