Case Study: 24/7 Maintenance and Support of Azure-based Infrastructure

Headquarter in Ahmedabad, an Indian Multinational Pharmaceuticals and Healthcare company is a leading manufacturer of generic drugs, healthcare & wellness products.

The company has developed an application for their Medical Representatives (MR) on Microsoft Azure Cloud to make detailed product information available through endpoints, report time tracking, manage & plan master details like doctors, chemists, stockists etc. all in one place.

Challenge

To allow IT to focus towards their core business, the company decided to off load the burden of managing IT infrastructure hosted on Azure to MSP Silver Touch.

Due to the scale of the cloud infrastructure & volume of parameters to monitor, effective health monitoring maintaining high system availability & performance with quick problem resolution and triggering alerts for high resource utilization, were major challenge.

Cloud resource management became utmost essential to avoid unforeseen technical issues leading disruptions in productivity.

Solutions

Silver Touch cloud managed services enabled 24*7 support & monitoring of key matrices for virtual instances and other resources namely; disk, cpu, memory etc.

Silver Touch services activated performance monitoring and alerts notification for threshold deviation, configuration changes, incidents, power down / up tasks etc. Azure certified and experienced technical team continuously monitor real-time metrics for infrastructure using dashboards and provides recommendations & resolutions, proactively.

Regular patching in consultation with customer IT team, data backup and providing SLA performance reports every month helps customer with security and compete operational visibility.

Results

Cloud managed service administration helped customer with month on month cost predictability and reduced operational costs.

Round the clock management ensures that all cloud resources works at optimal functional level with better availability, freeing up in-house team from cloud-specific glitches like troubleshooting, slow connections, and system outrages.

Services also helped in improving usage visibility, faster resolution of issues, smooth & timely system updates and reduced operational cost.