

CriticalRiver helped a large Australia-based Hi-Tech Company Reduce Operational Cost by 45%, Enriched Customers' Digital Experience with Cloud Transformation Solution



- The Customer** | The customer is one of the largest hi-tech company specialized in auto software and associated services for over two decades in Australia. Their customers include public, private, non-profit organizations, local, state governments, healthcare, emergency and large drilling and mining enterprises.
- The Challenge** | **Web applications are deployed on private dedicated servers and challenges are myriad:**
- The Surge in customers base taking a heavy toll on the services resulting in inferior performance
 - The user experience is severely compromised with the sluggish server response
 - Increased infrastructure, resources, IT maintenance costs stemmed ROI
 - Depleting customer base and churn rate triggering revenue losses
 - All this culminated into denting the brand name of the customer
 - Ensuring business continuity during on-premise to the cloud was a major challenge
- The Solution** | **CriticalRiver's Cloud Transformation team meticulously worked on migrating from on-premise to Microsoft Azure Cloud:**
- Consolidated customers' 100+ database servers totaling to 500 GB
 - Leveraged master-slave scheme to replicate data to Microsoft Azure Cloud
 - Webservers were migrated to Azure VMs and configured based on IIS web services
 - Applied Azure VPC (Virtual Private Cloud) to create public and private subnets
 - Established multiple levels of security for the customer's services
 - Backup requirements were met with custom scripts for archiving data
- The Results/ Benefits** |
- Azure's ability to scale on-demand eliminated stagnation
 - Flexibility to adapt and customize based on specific requirements
 - 45% cost reduction from migrating from on-premise to cloud
 - Maximum uptime enabled a 71% increase in efficiency and productivity levels
 - Reduced man-power dependency by 67%
 - High-end system protocols ensured data security
 - Speed, agility in applications performance-enhanced customer digital experiences
- Technology Components** | Azure Cloud, Microsoft SQL Server 2018, IIS, ASP.NET, Python