

**Industry:**

HealthTech

**Offering:**

Managed Services

**AWS Services Used:**

- » AWS WAF
- » SSM
- » RDM
- » Workspace Web
- » Control Tower/  
Landing Zone/  
Security Hub
- » SES
- » ECS/ Fargate

**Customer Cuts Cloud  
Spending by **30%**  
with **Rapyder's**  
**Managed Services****



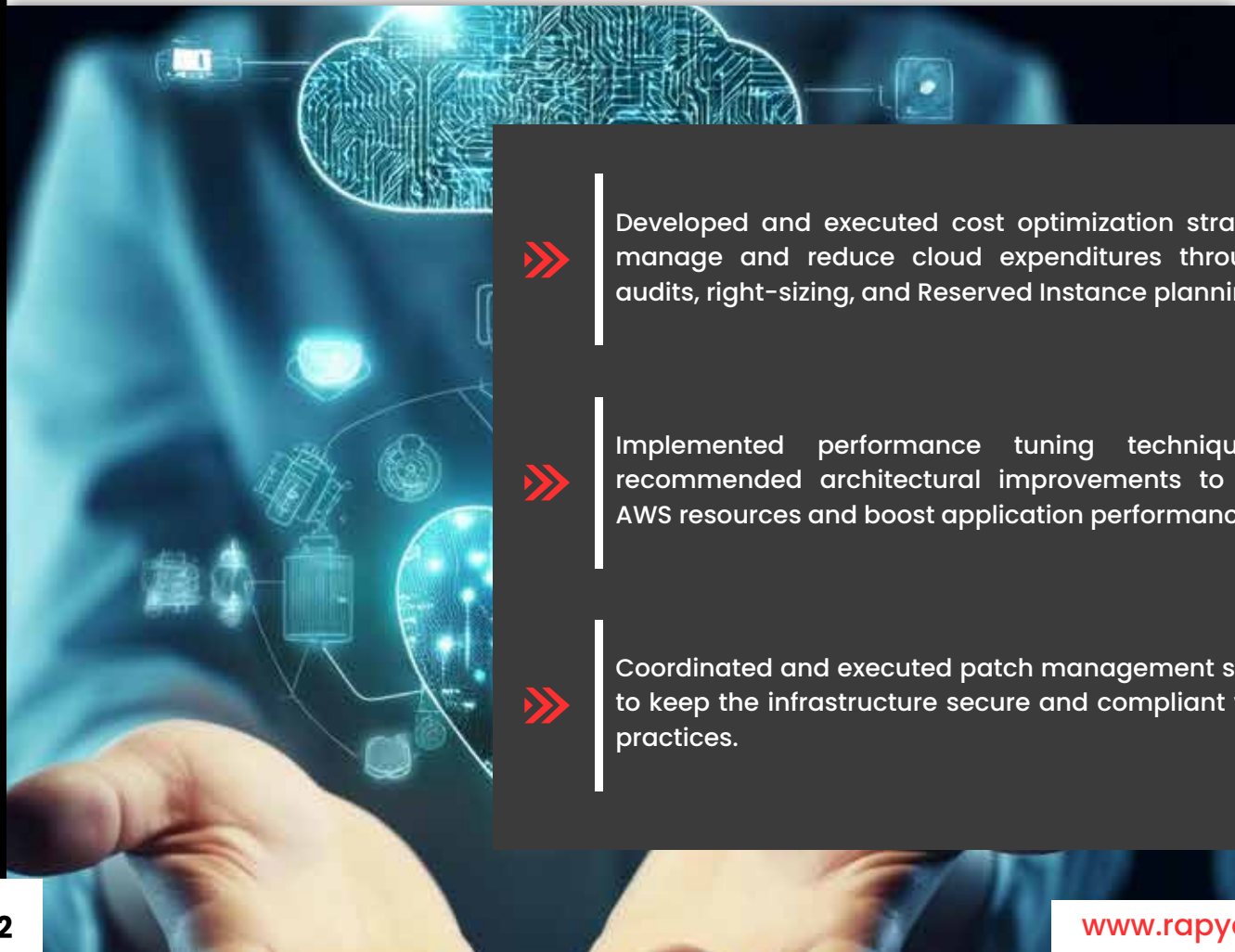
## Introduction:

Customer, a division of HealthTech, is a global leader in business process management (BPM), optimizing the member/patient experience within the healthcare industry. Customer is a tech-enabled BPM services provider and a trusted thought partner offering a wide range of transformational services to enhance efficiency and quality of care across the healthcare system. It has hosted its workloads on AWS and required a comprehensive managed services support.

## Business Need:

The customer has successfully migrated their workloads to AWS Cloud and is now seeking managed services to ensure continuous, round-the-clock support for their infrastructure. Their goal is to leverage managed services to enhance operational efficiency, minimize disruptions, and ensure seamless scalability as their business grows, while also benefiting from expert guidance and prompt issue resolution whenever necessary.

## Implementation:



- » Developed and executed cost optimization strategies to manage and reduce cloud expenditures through cost audits, right-sizing, and Reserved Instance planning.
- » Implemented performance tuning techniques and recommended architectural improvements to optimize AWS resources and boost application performance.
- » Coordinated and executed patch management schedules to keep the infrastructure secure and compliant with best practices.

## Reaping Rewards:

- » The entire solution that was stitched and implemented met the criteria of security best practices.
- » Our managed services support enabled customer save upto 30% cost compared to their on-premise infrastructure.
- » Managed Service support have boosted application reliability and performance, leading to a superior customer experience.
- » By implementing real-time actionable insights, we facilitated quicker decision-making and proactive issue management.



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