Digital Infrastructure Modernisation

The customer

Mobilise provided a solution for a globally operating independent software vendor who specialised in the delivery of logistical support and management systems.

The company was running a large amount of their IT infrastructure in a more traditional, on-premises manner. However, their Chief Technical Officer (CTO) sought to drive a cloud based digital transformation in order to modernise the company's digital architecture and meet growing demand to have cloud capability.

The challenge

The challenge was that they had limited internal resources, had undeveloped existing cloud architecture, and had no cloud native personnel. Although the customer had a minor existing AWS Cloud portfolio, it was extremely limited in scale and did not leverage the benefits of AWS's cloud computing portfolio.

Notably, the customer was cautious about facilitating meaningful change due to a lack of resources and expertise. As a result, they sought a partner who could support their digital transformation with a managed service for AWS Cloud.

The solution

Mobilise were approached as potential solution providers and, initially, we agreed to a discovery proposal so that we could better understand the customer's needs. Mobilise quickly developed an understanding of the customer's current infrastructure, including the existing use of AWS Cloud. During this period, it should be noted that it was agreed we would also manage their existing cloud infrastructure.

Mobilise, as a result of the discovery period, built a set of recommendations for future work and improvements which would maximise the benefits of a cloud-based digital transformation. This set of recommendations was further developed during our on-boarding onto our managed service. The managed service, at this stage, involved the standardising the log-in, monitoring, and alerting capabilities of the customer's digital architecture. For example, we began feeding alerts into our service desk to facilitate basic application-level support such as alert notifications.

Mobilise successfully began a provisional managed service for the customer. This delivers support 24x7x365. Handover with our engineers, on both the infrastructure and application perspective, ensured we developed a knowledge base that could manage any quirks associated with the customer's infrastructure.

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Digital transformation
accelerated

A continuing relationship with benefits

Mobilise's managed service of the customer is continuing, and our detailed set of requirements provides an outline of future work that will continue their digital transformation. The next steps will involve the migration of more customers into AWS from an on-premises datacenter, which we are facilitating through MAP funding. The AWS Migration Acceleration Program (MAP) is a comprehensive and proven cloud migration program based upon AWS's experience migrating thousands of enterprise customers to the cloud. As AWS partners we can leverage MAP resources and funding to deliver an industry leading solution.
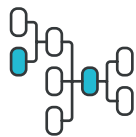
The benefits of our managed service include:

Trading upfront expense for variable expense	Reduction of spending used to run and maintain data centers	A massive economies of scale	Increased speed and agility	Ability to go global in minutes	24x7x365 support service

About Mobilise

Mobilise is a 'Cloud Native' company, founded in 2014, that delivers dynamic solutions to enable digital transformation across commercial and governmental sectors. As cloud native experts, Mobilise offers an innovative range of solutions which encompass cloud transformation, technical consulting, enterprise-level platform development, big data services, Kubernetes, and AI services.

Mobilise has established partnerships with leading cloud technology providers such as Amazon Web Services (AWS) and Microsoft Azure. Notably, Mobilise is an Advanced AWS Consulting Partner, AWS Managed Service Provider, Microsoft Gold Partner, and Power BI partner. Mobilise were also one of the first UK Partners to Elastic, as well as one of the first UK companies to be recognised as a Kubernetes Managed Service Provider (KCSP). Mobilise's partnerships ensure that a range of industry-leading options are available so that the right service can be delivered to each organisation.

Certified expertise and excellent security credentials are further underwritten by Mobilise's Cyber Essentials certification, ISO:27001 accreditation, and vetting by the CNCF foundation. Expertise and deep knowledge of cloud technologies have allowed Mobilise to ensure client's migration to Cloud is a success from strategy, through to design, delivery, and organisational/ operational change.

People are key to the transition to Cloud

Mobilise is experienced in communicating change in order to gain buy-in at all levels. Mobilise communicate to create excitement and active participation whilst also enabling customer teams so that they can participate fully in the technology change required.

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