Infrastructure management in the cloud

A definitive case study by

SPARK SUPPORT
proactive tech support

Understanding the Situation

One of our major clients had been planning to move his infrastructure to the cloud to meet the growing demands of his software development team. The offices were located at different geographical locations and used different mail and exchange servers. Our consultants and engineers focused on the possibilities of implementing the same environment without hassle in the cloud and took up the challenge to refurbish the current platform.

Challenges Faced

- The company's reputation in the global market was outstanding and running diversely located offices sharing common details was a tough task. The security was another factor because the current system works with authenticated users and was not publicly accessible through the Internet.
- Monitoring all the mail servers and exchange servers in all these offices using a single monitoring mechanism was another serious challenge as it would hamper the in-house communications.
- Sales and Support were working from different offices. The company wanted to have a unified communication solution to tackle the sales and support section. Furthermore the up time was to be guaranteed as the operation was 24x7x365 across the various timezones.
- Managing backup using Tape drives is not feasible in the long run, so an offsite backup solution was essential.
- All offices at different geo locations wanted to have secure and centralized authentication system which was easily manageable.
- Another challenge was staff management as in-house staffs were not staying long with the company, it was required to keep tracks and reports of each employee on a regular basis.

The Solution

- After careful assessment we implemented VPN connectivity across the offices thus enabling the sharing of data among the various branches. This helped to maintain a better network.
- Next we launched an Amazon instance, according to the requirements of the infrastructure and installed and configured a Centralized Network Management tool to monitor all the servers.
- Once the servers were monitored via a centralized network, our next task was to set up a communication network among the various branches. For this we installed and configured PBX based on Asterisk and configured IVR so that calls were directed to respective offices.
- The next precautionary step was to configure backup and export to Amazon S3 bucket.
  In addition to that, a failover setup for Active Directory was setup in Amazon EC2 and configured for a single Domain Controller.
- After migration to the new infrastructure management setup, our engineers documented the steps from A-Z to deal with any obstacle in the work flow. The company's management and operations are now running smooth.