

# CASE STUDY

## **TOOL MIGRATION TO AWS CLOUD COMPUTING PLATFORM FOR ENGAGE**

The Engage logo consists of the word "engage" in a white, lowercase, sans-serif font, centered within a teal rectangular background.

### **Client Background**

Engage Global Solutions is a provider of Global Education Programs, Certification and Courseware for the IT training industry. They deliver client driven global distribution management solutions through high level engagements and liaisons with Partner networks at both geo and country level. Engage liaises with their clients at a strategic level to manage the local deployment of strategy, implementation, systems and tools for maximum business effectiveness. In addition, they provide customized web access, portals and online purchase.

The softserve logo features the word "softserve" in a lowercase, bold, sans-serif font.

## Business Challenge

Engage Global Solutions is the global distributor of the Autodesk's ATC Program. One of the tools developed and implemented for their partners is the ATC Online Application Tool, a bespoke online solution that enables companies/organizations to apply to become an Autodesk Authorized Training Center (ATC). Engage Global Solutions created the tool to improve the customer experience when applying to the ATC Program, increase visibility and applications tracking, and automate the manual work originally required to process applications.

Although the ATC Online Application Tool was initially launched in just a few countries, it will eventually be distributed globally. Therefore, Engage needed to find a solution to:

- Accommodate scalability
- Handle fluctuations in traffic to the Online Application Tool website
- Save costs by moving away from expensive dedicated storage
- Enhance security and availability of the tool.

In order to achieve their goals, Engage decided to migrate one of their key tools from the existing environment to the Cloud. However, the tool was hosted on a complex server environment comprised of two mirrored servers with four virtual machines (TEST, BACKUP, UAT and PRODUCTION).

It was evident that the complicated structure and size of the servers in this environment would create a significant technical challenge, so Engage chose to work with their longstanding partner SoftServe.

"The SoftServe's team was already familiar with our server environment as they have successfully worked on tasks and problem solutions on this tool in the past, so we were confident they were the right partner to deliver a successful solution within a very tight timeframe," said Rickard Lautrup, Global Projects Manager, Engage Global Solutions Ltd.

## Project Description

To help Engage achieve their business and technical goals, the SoftServe and Engage teams conducted a comprehensive analysis of different platform providers and selected Amazon Web Services (AWS) cloud computing platform offering the best combination of cost efficiency and suitability for the production environment.

This platform allowed the team to deliver a solution that met the business goals within one month.

The tool from Engage was hosted in the AWS Cloud with the following features:

- Autoscaling
- Monitoring solution
- Backup solution
- Disaster recovery plan

UAT, TEST, Backup environments were hosted in the AWS Cloud

An operation plan was created and the solution was deployed for all 4 environments. The project was scheduled in 5 distinct stages so the process of migration could be tracked through regular comprehensive demo presentations and weekly updates.

## **Value Delivered**

The collaborative team successfully completed the project on time and on budget, and achieved the following:

- All environments were migrated to the AWS Cloud
- Substantial cost reduction was achieved through the elimination of expensive on-site storage and a significant reduction in the maintenance and support costs of the tool
- The platform is now fully scalable and able to manage both an expansion in data volume and tool usage, as well as variations in demand
- Significant improvement of the security and availability of the tool
- Creation of an established continuous integration process
- SoftServe recommendations for maintenance and security enhancements

“SoftServe delivered a solution that exceeded our expectations and allowed us to achieve our business goals. SoftServe proved its professionalism, ability to meet deadlines and high level of technical competence, and was even able to explain complex solutions to laymen. We particularly valued the high level of expertise of the team, the great job they delivered, and the clear and consistent documentation at the end of every stage of the project,” said Graeme Phillips (MSP, Prince2, FLPI, MAPM), Global Programs Manager, Engage Global Solutions. “The team were a pleasure to work with and we strongly recommend working with SoftServe for complex projects requiring a good understanding of IT systems.”

## ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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### USA HQ

201 W 5th Street, Suite 1550  
Austin, TX 75703  
+1 866 687 3588

### EUROPEAN HQ

One Canada Square  
Canary Wharf  
London E14 5AB  
+44 (0) 800 302 9436

[info@softserveinc.com](mailto:info@softserveinc.com)  
[www.softserveinc.com](http://www.softserveinc.com)

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