

Cashflows

FINANCIAL SERVICES

Transforming Cashflows Cloud Support team using CloudOps and SRE best practice to deliver improved service and lowered cost.

REQUIREMENTS

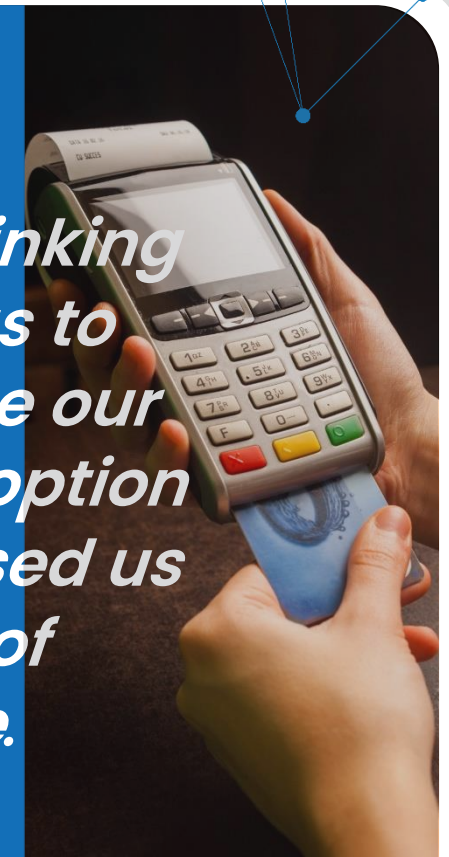
- The organisation recognised that it needed to modernise their CloudOps support function to take advantage of their investment in cloud – focusing on operational efficiency and automation.
- Expert Thinking took over the management of the Cloud platforms, transforming service quality, increasing automation of service and eliminating infrastructure outages.
- Significant quality of service improvement, tripling of transaction volumes whilst reducing cost of service by 20%.

- ✓ DESIGNED.
- ✓ ENGINEERED.
- ✓ DELIVERED.

“

Expert Thinking allowed us to accelerate our Cloud adoption and focused us on areas of real value.

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CHALLENGES

- Expert Thinking were engaged to undertake a review of the CloudOps service, and a report was delivered to senior management highlighting a number of key issues.
- The existing team were not able to provide the relevant level of change engineering required to deliver major quality of service changes needed to eliminate outages and improving cost of service.
- The lack of automation was adversely affecting the AWS transactional environment which meant that application innovation was not being delivered to key customers and the market fast enough, leading to some frustration with quality of service.

CRITICAL SUCCESS FACTORS

| Stability | Risk | Compliance |
|--|--|--|
| <p>Improve cloud platform stability to minimise service disruptions.</p> | <p>Automate patching and app deployment to eliminate risk.</p> | <p>Improve PCI compliance scores for the infrastructure.</p> |

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SOLUTION

- Three-year fixed price engagement to both provide 24x7 CloudOps support but also transform the way Cashflows managed their cloud environment to enable it to be handed back at the end of the contract. We collectively defined a set of key SLOs that would drive the delivery of the service and ensure the right focus for transformation activities.
- We focused on three areas:
 - Automation of repetitive tasks to free up resource and reduce failure of manual processing. Focus areas included application deployment, patching of the environment, improved alerting, certificate management.
 - Enhanced FinOps and overall increase in utilisation and reduction in cost of service – successfully reduced costs by circa \$25k/month.
 - Governance and documentation – ensuring all parts of the organisation were able to benefit from the enhanced service quality.
- The approach and service transformation was achieved in two years (one year early) and the service was handed back to a new internal team.

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BENEFITS

- Massive improvement in overall service uptime – meeting “four nines” levels of infrastructure uptime.
- Confidence to increase massively the application release velocity increasing innovation and market penetration – leading to a tripling of transaction volumes over two years –without impacting overall service quality.
- Improved compliance posture and general audit requirements met through automation of patching, certificate management and quality of monitoring/service management and reporting.
- Reduction in the CloudOps team size (40%), through improved automation and delivery of all outcomes in two years, enabling Cashflows to bring the service back in house.

HIGHLIGHTS

Down time

Massive reduction in down time caused by infrastructure failure

Reduce Costs

Triple transaction volume, cut AWS costs by 20%.

Innovation

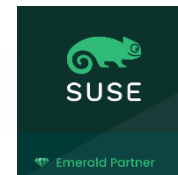
Achieved all SLOs for faster developer innovation

expertthinking

WE CREATE, BUILD, AND SUPPORT DYNAMIC, COST-OPTIMISED
AZURE AND AWS CLOUD SOLUTIONS

NOT LIKE OTHER CLOUD CONSULTANCIES

- Our mission at Expert Thinking is to use our expertise and know-how to maximise the value and benefit of cloud technology for our customers.
- While organisations actively want to learn how to use cloud technologies, few possess the knowledge and skills required to succeed. They lack the specialist expertise and real-world experience needed to make the most of the opportunity that cloud presents. We have that expertise and experience.



Where next for your cloud?

EVERY CLOUD JOURNEY IS UNIQUE.
Want to see how we can help
you navigate yours?



expertthinking

Get in touch

✉ ross.holliday@expert-thinking.co.uk
☎ +44 (0) 3330 050 331
🖱 www.expert-thinking.co.uk

The Gridiron Building, 1 Pancras
Square, King's Cross, London NIC 4AG