

CASE STUDY – UDI

PROBLEM STATEMENT

Client have well established servers in the data centre. It is difficult to manage hardware now with increase in demand. There were frequent outages of the resource and this was undermining the User experience. The company wanted some solution in cloud which would resolve this issue. It should also have alerts if something is not working properly. Also the system should be self-healing in such situations.

SOLUTION HIGHLIGHTS

We proposed a solution based on AWS EC2 and Auto Scaling enabled. This would help meet the peak requirement and also help reduce the Cost of Ownership. We proposed to use AWS RDS with Read replica to provide a scalable solution for Database.

- Well hosted Webservers on EC2, hosted application servers on EC2.
- Auto Scaling was enabled on the servers to meet the peak load.
- Elastic Load Balancer was use to meet the traffic requirements and also distribute the traffic over various instances.
- Read Replica of RDS is used to implement read jobs on database to reduce load on actual RDS instance.
- Route53 was use to host the domain and transfer the traffic to Elastic Load Balancer.
- AWS Security group, VPC and various other security measures implemented to match on premise data centre security.
- CloudWatch Alert are enabled for various triggers to improve self-healing.

About UDI



Industry:

Unified Dispatch (“UDI”) is a market leader in contact center automation for the ground transportation industry: our products and expertise enable transit operators to serve more customers with fewer resources. UDI’s customers include the largest providers in their categories, including **New York Transit’s** massive paratransit service, **SuperShuttle’s** national call centers, and **303 Trans**, with 24,000 calls/day and 1,100 for-hire vehicles.

Challenges:

Unified Dispatch has well developed IVR, SMS and Mobile applications. The challenge was to maintain old server from running into problem. User experience was also a key challenge as the server in the data center were unable to meet the peak loads.

WHY AWS

Choosing AWS for implementing solution was because AWS offers various service which can help you host an application similarly as the on premise data centers.

- AWS VPC, Security group, NACL etc. provided the security which could match the on premise data center.
- AWS EC2, Auto scaling and Route 53 would help meet the peak load on the site.
- AWS RDS was can be used to solve the cluster database requirement and help create Read Replica to reduce transactions on the main database.

WHY customer selected ScaleCapacity, Inc

UDI chose ScaleCapacity, Inc as we have experience in working with various companies moving to cloud. ScaleCapacity, Inc has experienced Solution Architect associate and professional certified engineers who can help build such solution. Company's expertise in migration to cloud interested UDI the most.

RESULTS

Successfully able to create environment which was present in on premise Data Centre. Hosted various application servers, webserver and scalable database server with AWS RDS.

- We were able to create a secure environment as on premise.
- We were able to reduce outages by 75%.
- We helped migrating to cloud reducing the Cost of ownership as well as the difficulties of maintaining hardware for new requirements.

About Partner



ScaleCapacity, Inc is AWS Advanced Consulting Partner and experienced in providing AWS consulting services related to various client needs, which includes (but not limited to) setting up AWS environments, migrating to AWS, provide well-architected AWS solutions. ScaleCapacity, Inc has well defined processes to carry out client's strategy for delivering solutions on AWS cloud.

UDI

