



AWS Case Study

Improved Critical Service Interruption Handling for Large Enterprise Team

About Client

An industry leader and one of the largest food service distributors in the United States, our client's complex and diverse technology environment supports approximately 25,000 employees, 60+ locations, and over 350,000 products. They partner with restaurants and educational institutions, offering a broad range of food products and technology solutions. The company keeps a strategic focus on creating superior food offerings and an easier user experience, using a self-service approach with both customers and partners.

THE CHALLENGE

- No comprehensive incident and problem management framework that could centralize, identify, and rank issues as well as manage resolutions.
- No standardized method for capturing and sharing critical service interruption (CSI) incidents.
- Inadequate reporting consolidation capabilities for trending or historic incident analysis and no way to effectively predict or prevent CSIs from occurring .
- Lack of department-specific insight methodology to help management address key problem areas.

THE SOLUTION

- Open source technology and the AWS Service Portfolio were used to developed an enterprise service application that provides a location-based, flexible, and scalable holistic view.
- EC2 was used for hosting angular/node JS application, Amazon Relational Database Service (RDS) for data storage, and Cloudfront for caching static content.
- Created command center with standardized documentation, incident resolution playbooks, stakeholder communication, and a "smart" interface able to log relevant CSI data with prompts and visual cues driven by playbook events.

THE BENEFITS

Benefit 1: Enterprise dashboard with real-time monitoring to inform stakeholders of active incidents and/or events

Benefit 2: Consistent capture of operational data with tracking, reporting, alerting, and trending capabilities

Benefit 3: Historical analysis and drilldown capabilities including CSI tickets grouped by region

ABOUT KESTE AND AWS

Keste, an Advanced Consulting and QuickSight Implementation Partner in the AWS Partner Network (APN), provides low risk, high value systems integrations that help accelerate timelines and reduce costs.

Amazon Web Services provides a broad platform of secure, cost-effective, high-performance cloud services that can help you collect, store, process, and analyze Big Data workloads.

NEXT STEPS

To learn more about how AWS and Keste can help your business, visit our partner page: <https://amzn.to/2TuTjXI>