



### The client

This multinational conglomerate produces a diverse array of digital products covering entertainment, fitness, utility software and more.

### Industry

IT (software)

### Headquarters

New York, USA

### Solution elements

RWS Technology Services:  
DevOps Services  
(managed services)

## Data centre monitoring improvements boost responsiveness, performance and savings for IT firm

**This major multinational company includes several popular global software-as-a-service brands. With so many different applications and services to focus on, they were struggling to manage their infrastructure, so they turned to RWS and have never looked back.**

Today, RWS monitors their business-critical servers round the clock, delivering peace of mind and reliable business continuity.

### Business challenge

The company's digital services had been highly dependent on legacy systems running on more than 2,000 servers across three US-based data centres. Any downtime or failure led to a loss of opportunities and revenue, so initially they turned to RWS to cover their level 1 (L1) monitoring operations during the night shift, recognizing that this would be a more cost-effective way to provide robust monitoring of their infrastructure.

They chose RWS Technology Services because they knew, from previous work with the team, that RWS had significant experience in the DevOps domain and in providing quality end-to-end managed services. So impressed were they with the night-shift service delivered, they soon asked RWS to take over their L1 monitoring 24x7, while the company's own L1 personnel were redeployed to level 2 (L2) monitoring to help create a more robust and responsive monitoring and support organization overall.

From the start it was clear to the RWS team that the most pressing need was to address the sheer number of alerts being generated in the client's setup – more than 200 per week. These made it impossible to deliver a responsive, effective service.

**Technology stack**

- Rundeck
- Slack
- Jira
- LogicMonitor
- New Relic
- Confluence
- Amazon CloudWatch
- AWS
- Google Cloud Platform

**Solution: proactive monitoring and risk management**

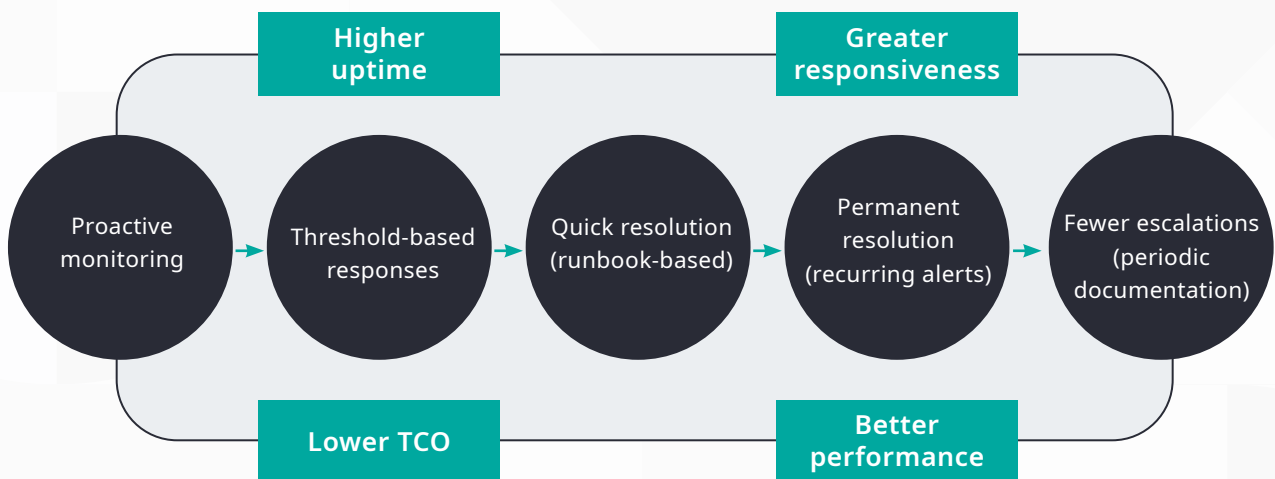
RWS quickly implemented a more robust surveillance and response system to address alerts ranging from simple disc space thresholds to more critical multiple server failures. The team also started providing insights about the day-to-day performance of the client's IT infrastructure, including data networks, hardware and software.

The approach taken to ensure that the client's systems ran efficiently and safely included:

- Proactive real-time monitoring of infrastructure, including setting warning thresholds for metrics that indicate server health, in order to respond before potential problems become actual problems
- Identifying and reporting recurring alerts for permanent resolution by the client's IT team
- Documenting agreed resolution procedures and using runbooks to ensure quick resolution of issues and reduce the need to escalate alerts

Before long, RWS had reduced the number of alerts from more than 200 per week to just 15-20 per week.

**RWS monitoring model**



### Results

- 45% cost reduction in client manpower, enabling the reassignment of technical personnel to more important work
- 10x or more reduction of alerts
- Improved system uptime through greater focus on fewer alerts, faster restoration of the system to optimal levels, and more accurate reporting and escalation of alerts
- Better visibility of IT infrastructure, supporting data-driven decisions about its future
- Peace of mind and reliable business continuity

### Alert reporting and escalation improvements

When the client decided to migrate its infrastructure to the cloud to boost agility and scalability, RWS supported the move from VMware to the Google Cloud Platform and AWS.

To improve the monitoring process, RWS automated the alert and escalation system employing tools including New Relic, UptimeRobot and PagerDuty. They also established a set of priorities and actions for troubleshooting potential threats to daily operations:

- **Priority 1 (P1)** issues would generate a call to the RWS team, to be acknowledged within 10 minutes.
- **Priority 2 (P2)** issues would automatically generate a notification through both email and Slack, to be acknowledged within 20 minutes.
- **Priority 3 (P3)** issues would be notified through email, to be acknowledged within 25 minutes.

RWS also improved the resolution workflow by introducing Rundeck to automate the use of runbooks. The team addressed the technical complexities required to prevent time-consuming review of every server alert, enabling (for example) the safe restart of critical servers without any human intervention.

## For more about RWS DevOps services

[rws.com/devops](https://rws.com/devops)

### About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: [www.rws.com](https://www.rws.com)

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