

CASE STUDY

Tech Mahindra Helps Electronic Components Retailer Save \$546K during Cloud Migration

About The Customer

A leading electro-components retailer with a global e-commerce presence faced scalability and cost challenges with its on-premises infrastructure. Tech Mahindra migrated their entire infrastructure to AWS, resulting in a \$546K cost savings and improved operational efficiency through optimized resource utilization and robust monitoring.

Client Background and Challenges

A global electro-components retailer with a strong presence in the UK, Europe, and Japan, and expanding operations in the Americas and Mexico, relied heavily on e-commerce. However, their on-premises infrastructure struggled to support their growth, leading to scalability challenges and rising costs. Key challenges included:

- **Scalability Limitations:** Their on-premises setup could not meet growing business demands without the flexibility of cloud solutions.
- **Rising Costs:** Maintaining and upgrading on-premises data centers was more expensive than cloud-based alternatives.
- **Operational Inefficiencies:** On-premises systems lacked the automation, resource optimization, and access to cloud-native services that cloud solutions offer.

Tech Mahindra was selected for its proven AWS cloud migrations and expertise in managed services.

Our Approach and Solution

Tech Mahindra implemented a comprehensive AWS migration strategy that focused on:

- **Multi-Account AWS Environment:** A multi-account AWS account strategy was implemented to migrate the customer workloads to AWS infrastructure.
- **Migration Tools:** Native AWS migration tools were used to migrate workloads to AWS.
- **Infrastructure Setup:** The infrastructure was set up with separate accounts for different applications and environments (e.g., dev, non-prod, prod).
- **Backup and Disaster Recovery:** AWS backup tools were used for daily backups, and a zonal disaster recovery strategy was implemented.
- **Operational Management:** A 24/7 support team was established, using third-party tools for monitoring and incident management.

These services were delivered using automated processes and manual management, with ongoing monitoring and optimization to meet performance, security, and cost requirements.

TechM managed services process includes the following key steps:

- **Customer Support:** Our team provides 24/7 support for the infrastructure.
- **Incident Management:** Third-party tool is used for incident management, prioritizing incidents as P2, P3, and P4.
- **Backup and Disaster Recovery:** AWS Backup is used for daily scheduled backups, supported by a zonal disaster recovery strategy.
- **Cost Optimization:** Measures include resource utilization, volume optimizations, removing unused disk services, rightsizing, and deleting idle instances and snapshots.

Key AWS Services Used

- AWS Organizational Units (OUs) to manage multiple accounts within the organization.
- AWS Transit Gateway to manage network communications between accounts and VPCs.
- VPC (Virtual Private Cloud) for network segmentation and security.
- EC2 Instances for hosting various applications and services.
- NAT Gateway was used to manage outbound internet traffic from private subnets.
- Load Balancers for both external and internal load balancers were used.
- RDS (Relational Database Service) was used as a managed database.
- AWS Backup for daily scheduled backups.

Business and Community Impact

This AWS migration delivered significant benefits for the client:

- **Cost Savings:** Achieved a savings of \$546K through various strategies
- **Improved Resource Utilization:** Through rightsizing, volume optimizations, and removing unused resources, the infrastructure was more efficiently utilized
- **Enhanced Monitoring and Incident Management:** Automated incident logging and prioritization ensured timely resolution and better infrastructure management
- **Disaster Recovery:** Zonal disaster recovery strategies ensured high availability and resilience of critical applications

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.

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