

case study

IT SERVICES

AWS Lambda helps deliver real-time insight into IT environments



As a certified Amazon Web Services partner, Ensono relies on AWS Lambda to power its Ensono M.O. Client Portal. There are many paths clients take to Ensono, but there tends to be just one journey. Businesses want to focus on what they do best, be it operating hotels, creating insurance services, or teaching undergraduates. Outsourcing their IT function to Ensono allows this focus – and ensures they take advantage of the latest technology while saving money.

For this to work effectively, there has to be a high level of trust between the client and service provider. One way of building this is through transparency.

“Visibility is key for us,” says Scott Dial, Senior Manager, IT-Infrastructure Service Delivery Management, Aflac. “Handing our infrastructure over to another party is new for us. Having visibility over what’s going on is critical in building a strong relationship with Ensono.”

Ensono M.O. is a service governance platform that provides visibility into a client’s entire IT estate. It is a serverless application for monitoring IT solutions.

“With Ensono M.O., we enable our users to easily see the business context for the services that power their business,” says Dave Pearson, Product Manager at Ensono. “Our application takes a comprehensive set of data and presents it in an easy to consume format that is meaningful, transparent, and actionable. It provides a visual understanding of what’s going on with a client’s IT.”

Ensono M.O. offers clients a host of features: ITSM ‘lite’ solution for creating and viewing tickets; secure online document storage system; expansive reporting capabilities across cloud, mainframe, and network devices; seamless analytics event engine to evaluate used versus not used features. It’s also user-customizable.

Aflac is among the first Ensono clients to make use of Ensono M.O. “It’s evolving, and how we use it is evolving,” says Dial. “For us, Ensono M.O. delivers the means to check tickets on the Ensono system. It gives me visibility on capacity, any changes and the daily workload on our assets – everything I need, from hardware to server management.”

Highlights

CHALLENGE

Optimize the performance of Ensono M.O., improving reporting and visualization of data

ENSONO SOLUTION

AWS Lambda is an event-driven, serverless computing platform provided by Amazon Web Services

RESULTS

- ✔ Creates pay-per-use model with no server provisioning
- ✔ Runs code for virtually any type of application or backend service, with zero administration
- ✔ Sets up code to automatically trigger alerts
- ✔ Enables scale with high-availability

KNITTING TOGETHER MULTIPLE SYSTEMS

For Ensono M.O. to be effective it must knit together data from multiple systems. It must make sense of this data, often from multiple formats, and present it in a common, easy-to-understand arrangement. “We have all kinds of applications with all kinds of interesting information that we want to expose and visualize,” says Jeremy Bower, VP Global Systems Development, Ensono. “But for us to knit that information together ourselves would require a huge amount of resource, with heavyweight tools and dedicated, highly-skilled staff.”

This is not so much impossible, Bower continues, as unnecessary. As an AWS Advanced Consulting Partner and Managed Service Provider, the better option is for Ensono to make use of one of its services.

AWS Lambda is an event-driven, serverless computing platform provided by Amazon. It is a service that runs code in response to events and automatically manages the compute resources required by that code.

AWS Lambda lets you run code without provisioning or managing servers. You pay only for the resource you consume - there is no charge when your code is not running. With Lambda, Ensono can run code for virtually any type of application or backend service - all with zero infrastructure administration. It means Ensono simply uploads its code and Lambda takes care of everything required to run and scale code with high availability. Ensono then sets up its code to automatically trigger from other AWS services or call it directly from any Web or mobile app.

“Without Lambda we’d have to manage our own servers and scripts, and tie events together ourselves, possibly even by a piece of middleware for that orchestration,” says Bower. “With Lambda, events are automatically triggered. It’s allowed us to create a whole ecosystem that we don’t have to orchestrate ourselves.”

IMPROVING BUSINESS OUTCOMES

Bower refers to this as “purpose-driven innovation”, all geared towards improving business outcomes for clients. “Our business application services ensure that clients’ critical applications, middleware, and database applications are available, high-performing, and secure 24/7,” he says. “Ensono M.O. is one example of our accountability when meeting our clients’ challenges. It is one reason why clients stay with us for an average of 10 years.”

For Dial at Aflac, Ensono M.O. is a fundamental feature of the relationship with Ensono. “As an early adopter, we’ve been delighted to be part of the development of Ensono M.O.,” he says. “Ensono M.O. enables me to share details of our IT function with the business, and to show our partnership is fulfilling expectations. Ensono M.O. gives me the details, and it gives me the trends.”

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Jeremy Bower,
VP Global Systems Development,
Ensono

\$10 per month
cost (on average)
for Lambda.

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