

Apps Associates helps an enterprise software company reduce operational expenses by over 50% through AWS migration



Biscom, an enterprise software company, was seeking a way to reduce operational costs while providing rich, scalable, and secure cloud-based service to their notable and highly regulated customer base. The company made a strategic business decision to consolidate and migrate their cloud compute and telephony infrastructure to Amazon Web Service (AWS). AWS provided a solution that aligned with their planned growth and future infrastructure demands. To get started, Biscom sought an AWS Partner to analyze and migrate:



199+ workloads



Involving 7TB+ Database



20M+ file-share



67K+ POTS lines

In making this monumental transformation they knew the company would need a partner they could rely on, with deep migration experience and proven success partnering with AWS. They selected **Apps Associates** as their partner of choice to execute a phased migration aligning to business criticality and design viability of Biscom applications.

Driving Factors

Biscom managed multiple data centers alongside the legacy telecom company. The management of this was becoming cost prohibitive and tying up internal resources. Biscom wanted to consolidate vendors and establish a new foundation at AWS to accommodate their planned growth while improving and modernizing their platform. The migration would require a phased migration strategy to achieve both infrastructure upgrades as well as operational improvements.

“ We knew migrating to AWS was the right thing to do for our customers, but it was a big project. The expertise Apps Associates brought to the table helped us get there more quickly and cost effectively than if we were to manage the migration ourselves. ”

Lee Frankina, Head of Engineering at Biscom

How Apps Associates Helped

Biscom selected Apps Associates because they were a well-established AWS Premier Partner. Employing an AWS premier partner provided cost-savings to Biscom for the overall migration as well as increased the company’s speed to market.

Apps Associates brought to the table a deep understanding of the AWS implementation process and requirement to ensure the framework setup was correct. They engaged with Biscom stakeholders to

finalize the inventory list. As part of the initial discovery, Apps installed the AWS Application Discovery Service agent (ADS) to select on-premises servers identified for discovery of the infrastructure and its configurations. The agent helped capture system configuration, performance, running processes, and details of the network communication amongst the application systems in the Windows and Linux environment. The team conducted an additional review of the newly built cloud environment leveraging AWS best practices such as Well-Architected Framework Trusted Advisor and Security Hub.

The migration was complete in six months, from start to finish.

About Biscom

Biscom has been at the forefront of advancing secure data exchanges of mission-critical information for more than three and a half decades. The company helps their customers architect enterprise communication infrastructures that alleviate real world challenges no matter the organization technology stack or regulation requirements. Cloud-based, on premises or hybrid, the flexible digital fax, secure messaging, and workflow automation solutions work together with their clients' existing systems to prevent organizational bottlenecks that impact productivity and profitability. Learn more at [Biscom.com](https://www.biscom.com).

The Results

A Modernized Platform

Collaborating with Apps Associates and AWS, Biscom designed a well-architected, multi-account environment that provides the baseline of architecture, identity and access management, governance, data security, network design and logging. With this partnership, Biscom can inherit key components of a comprehensive set of security standards and compliance certifications that are paramount in safeguarding their customers' data.

~50% Operational Cost Savings

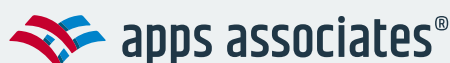
The migration helped reduce the overall operational expense resulting in a ~50% savings which they can leverage to provide more competitive pricing to their customers.

Improved Scalability and Availability

Biscom continues to help their customers take the next steps on their journey to the cloud, but now more efficiently. Taking advantage of AWS Chime technology Biscom can expand their network while ensuring no service disruptions for their customers. As customers grow, Biscom can now easily support their advancement with little lead time.

About Apps Associates

Apps Associates is a premier enterprise applications and technology advisor, counseling and executing across every stage of the enterprise transformation journey - not just the destination. For more than two decades, Apps Associates has closely collaborated with decision makers across nearly every industry, offering end-to-end integration, modernization, and cloud migration services. By helping to break down the silos within today's most complex business challenges, Apps Associates is unlocking solutions and efficiencies that scale into future opportunities. Learn more www.appsassociates.com.



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