

## Case Study

# Optimizing Cloud Platform and Infrastructure for a SaaS Transition

Magic  
EdTech

### The Client

The client is a leading provider of integrated investment management solutions.

### The Challenge

The client sought to transition from a product-based model to a SaaS model to accelerate its go-to-market strategy. They needed support in maintaining their infrastructure and cloud platform during this shift.

### Critical Success Parameters

- ✓ Assess the client's existing infrastructure and recommend an appropriate delivery model.
- ✓ Implement infrastructure automation to ensure quick turnaround times for the client.
- ✓ Maintain optimal service levels across different client locations.

### Our Approach

- ✓ Magic implemented a shared service model with a centralized Cloud Ops team in Noida, India, managing ITOps across multiple client locations.
- ✓ Deployed a 24/7 multi cloud operations team skilled in AWS, GCP, and Azure to ensure continuous performance and system reliability.
- ✓ Established a cloud ops team to support end-users via various channels like email, chat, hotline calls, and a ticketing system (web portal).
- ✓ Engaged experienced Cloud DevOps professionals to manage Cloud Automation, DevOps, Infrastructure as Code, and complex engineering projects.



### Key Result Highlights

**60%** reduction in storage costs.

**21%** reduction in compute costs.

**80%** cost reduction in IoT services using edge computing.