stratpoint
FAST FORWARD TO THE FUTURE

Globe

CASE STUDY

Globe Telecom

Enhancing Globe's Infrastructure Technology Services with a Managed Service Fulfillment Team

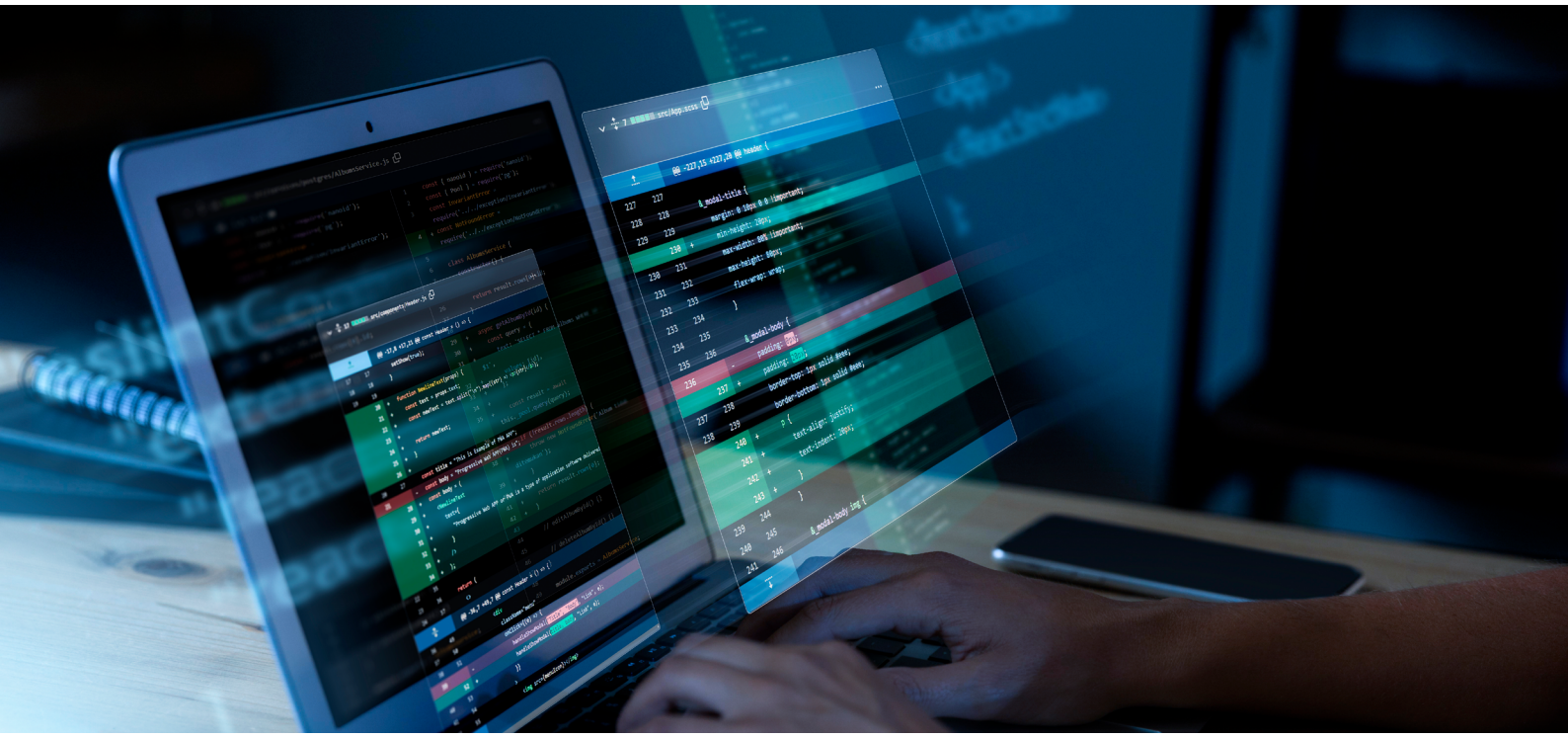
AWS Cloud

Database Infrastructure Managed Service



Background

The Globe Group, a leading telecommunications and digital products provider in the Philippines, enhanced their infrastructure technology services by streamlining and optimizing their non-production infrastructure provisioning processes. Through Stratpoint's Infrastructure Service Fulfillment team, Globe was able to significantly improve efficiency and cost-effectiveness by reducing provisioning time by 85%.



The Bottleneck of Manual Provisioning

Globe was facing increasing complexity in managing their vast infrastructure landscape. With a growing customer base, rising demand for network availability, and the need to scale operations, the company required a reliable service fulfillment process.

Globe's non-production environment was experiencing a lack of standardized processes and reliance on manual provisioning. This led to inefficiencies, errors, and a lack of visibility into the change logs and history. The manual provisioning process, taking three to five hours, was time-consuming and prone to errors. The lack of visibility into the change logs and history made it difficult to track and manage infrastructure changes. Furthermore, the need to start from scratch for every provisioning task further exacerbated the inefficiencies, and manual tagging for cost optimization added another layer of complexity, hindering Globe's ability to respond quickly to the evolving needs of their customers.

Had Globe not been proactive in addressing these challenges, the consequences would have been significant. Longer turnaround times to fulfill customer requests would have led to decreased customer satisfaction and potential loss of business. Increased cost to operate and resource utilization would have strained budgets and potentially resulted in people disengagement.

The lack of streamlined processes would have hindered collaboration and efficiency across teams, impacting both functional and technical teams. Ultimately, inaction would have negatively affected Globe's ability to innovate and deliver value to its customers.

Standardizing Infrastructure Provisioning

Globe engaged Stratpoint to assign an Infrastructure Service Fulfillment team. This team of 15 Cloud engineers, 6 database administrators, 1 infrastructure designer, 1 infrastructure service operationalization expert, 3 automation and innovation engineers, and 2 observability engineers implemented a range of solutions to help drive operational transformation through process streamlining and optimization of Globe's infrastructure provisioning process. Stratpoint implemented industry best practices to initiate process transformation to yield cost-optimization and savings and produce end-user and client value.

Infrastructure as Code (IaC) and Continuous Integration/Continuous Deployment (CI/CD) pipelines: Automate the provisioning and management of infrastructure, reducing manual effort and errors while providing better visibility and control.

Cost optimization: Implement strategies to optimize Cloud computing expenses, leading to significant cost savings.



Advancing Automation

Building on the success of standardizing non-production infrastructure provisioning, Globe moved forward to the Tower 2 initiative, focused on automation and scalability. While Tower 1 relied on manual provisioning, Tower 2 shifts the process to enhance automation and enablement efforts. Stratpoint actively supports this transition by conducting demos and showcases to equip Globe engineers and solutions architects with the knowledge needed for independent operations. This approach ensures that, over time, the reliance on support teams decreases, and the focus shifts to platform maintenance rather than handling ticket-based requests.

Additionally, Stratpoint ensures that Tower 2 remains aligned with evolving AWS service updates and best practices. As user needs change, the team continuously enhances Tower 2, ensuring it delivers optimized infrastructure provisioning from onboarding to deployment.

85% faster provisioning boosts efficiency and reduces costs

Globe experienced improved infrastructure performance as a result of the collaboration. Stratpoint's Infrastructure Service Fulfillment team successfully streamlined Globe's non-production environment, resulting in:



85% reduction in provisioning time: IaC implementation drastically reduced the time spent on infrastructure provisioning, from three to five hours to less than an hour, enabling faster response to customer requests and improved operational efficiency.



Cost savings: Optimized processes and automation led to significant total cost savings of approximately over $174,000.



Standardized processes: Established standard and optimized processes for infrastructure provisioning, ensuring consistency and reducing errors.



Improved visibility: Enhanced visibility into change logs and history, enabling better tracking and management of infrastructure changes.



Scalable solutions: The project ensured that Globe's infrastructure was prepared for future growth and increasing demands, enabling the company to expand without interruptions.

Tackling complexities through expertise and adaptability

Tower 2's automation-first approach introduced new challenges that required a high level of expertise, adaptability, and a deep understanding of Globe's infrastructure landscape. Stratpoint's ability to rapidly acquire and apply new skills was critical to overcoming these complexities.



Transitioning from ClickOps to DevOps

Traditional manual provisioning (ClickOps) was error-prone and inefficient. The team successfully implemented DevOps and IaC practices, ensuring scalability and automation while minimizing errors.



Advanced technical skills

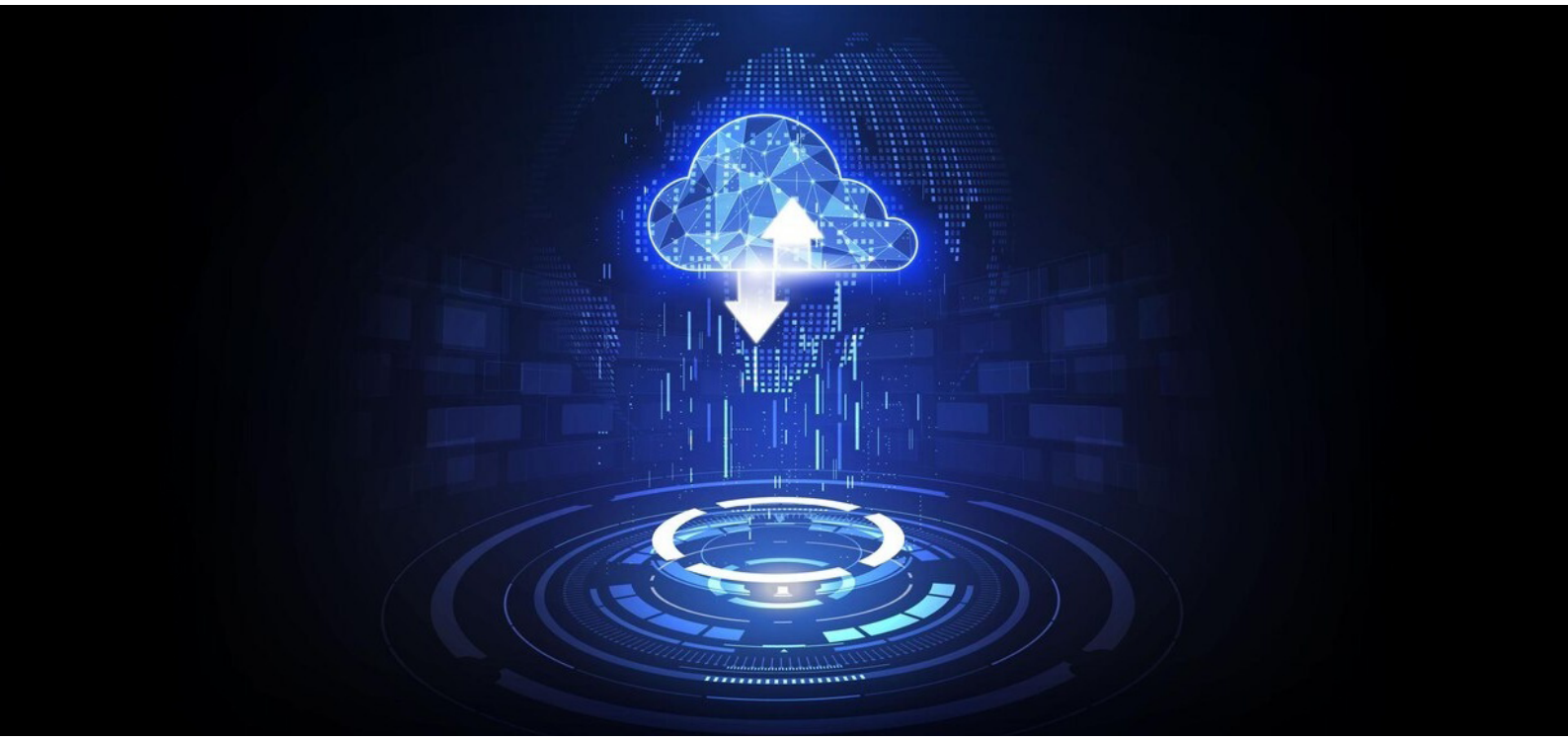
While already proficient in AWS, Stratpoint's team upskilled to master DevOps, Terraform, and Kubernetes, allowing them to effectively design, build, and optimize Globe's infrastructure.



Becoming subject matter experts (SMEs)

Beyond implementing tools, Stratpoint developed a deep understanding of Tower's architecture and functionality, positioning the team as trusted advisors within Globe.

By fostering a flexible, forward-thinking approach, Stratpoint ensured a smooth and efficient transition from Tower 1 to Tower 2, setting a smooth foundation for Globe's long-term Cloud automation strategy.



Beyond Provisioning: Empowering Globe

Stratpoint's Infrastructure Service Fulfillment team also met Globe's requirements beyond standardizing and optimizing infrastructure provisioning:

Cloud expertise: Globe leveraged Stratpoint's deep experience in infrastructure and network implementations, Cloud engineering, and managed services to deliver successful outcomes.

Adaptability to new technologies: Globe engaged Stratpoint for their proficiency in emerging technologies to ensure Globe's infrastructure remained agile and future-ready:

- DevOps
- Predictive analytics
- Agile methodologies
- Hybrid and Cloud transformation
- Containers, Kubernetes
- Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

The Infrastructure Service Fulfillment team managed Globe's infrastructure throughout its lifecycle - from initial provisioning to project turnover. They provided comprehensive post-deployment support across various platforms and applications, ensuring seamless operation and empowering Globe's Cloud Enablement and Service Operations (CESO) department to focus on strategic initiatives rather than day-to-day infrastructure management.

A foundation for future growth

Globe plans to further optimize their infrastructure provisioning processes by leveraging CI/CD pipelines and continuously improving provisioning on an on-demand and as-needed basis. This will enable them to achieve even greater efficiency, cost savings, and agility in their non-production environment.

> The hard work, dedication, and unwavering support of the Stratpoint Infrastructure Service Fulfillment team have been the backbone of our operations, and your contributions have been truly invaluable.

Your commitment to excellence, problem-solving skills, and ability to connect with and assist our tenants (Platforms) have not only helped our organization succeed but have also created a positive and supportive environment for everyone involved. Your efforts have made a significant impact, and for that, we are incredibly thankful.

Thank you for being an essential part of our journey and for leaving a lasting legacy of excellence.

- Leanne "Lee" Liamzon, Cloud Implementation Engineer for Globe's Information Services Group (ISG), Service Operations Division

Ensuring Globe's infrastructure technology services are well-managed and capable of meeting evolving demands has empowered the company to remain competitive in a fast-paced telecommunications industry and enabled them to focus on delivering value to their customers while ensuring a robust and scalable infrastructure.

Technologies Used

- Operating Systems - Amazon Linux, RedHat, Ubuntu, CentOS, Windows
- Infrastructure as Code - AWS Cloudformation, Ansible, Packer, Terraform
- Scripting Language - Python, AWS CLI, Boto, Bash
- Containers - Kubernetes, AWS EKS, AWS Fargate, PKS/TKGI, GKE, Docker
- Familiarity with different public cloud providers - AWS
- Continuous Integration - Git, Gitlab, Jenkins
- Continuous Deployment - Jenkins, Gitlab
- Continuous Monitoring - Grafana, Prometheus
- Continuous Testing - Gremlin (Chaos Engineering)
- CI/CD Pipeline development for infrastructure
- Coding and scripting (ex. Ansible, Python, AWS CLI, Boto, Bash)
- Serverless - Lambda, API Gateway, Kinesis, DynamoDB, Aurora Serverless, AWS MKS
- Opensource DBs - MySQL, PostgreSQL
- Databases - Oracle, MSSQL, Sybase, in-memory databases (HANA, Timesten), AWS

About Stratpoint

Stratpoint is the digital acceleration partner for companies ready to transform. With expertise in agile software development, quality assurance, Cloud, data, and AI, it empowers businesses to boost efficiency, improve decision-making, and gain a competitive advantage in today's digital economy.

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