

Reduced incident tickets volume by 80% with AWS managed services support for BeiGene's Global Cloud Infrastructure

Client Overview

BeiGene is a global, science-driven biotechnology company focused on developing innovative and affordable medicines to improve treatment outcomes and access for patients worldwide. With offices in China, the United States, Australia, and Europe, BeiGene has a growing global team of approximately 7,000 employees spread across five continents.

Business Goal

As a rapidly growing company, BeiGene wanted to automate infrastructure and configuration management. Alongside seamless management of AWS and On-premise infrastructure, they sought Microland's help in adhering to necessary compliance.

Solution

Understanding the client's requirements, Microland defined the managed services strategy for BeiGene, including cloud security across AWS environment with minimal operations needed. The comprehensive solution included:

- Supporting BeiGene's AWS environments across multiple regions
- Implementation of IaaC to automate Infrastructure and Configuration Management
- Implementation of CI/CD pipelines for continuous integration and delivery
- Process improvements, including IP whitelisting and blacklisting to avoid impact on user's services
- Deployment of Azure Sentinel on 800+ AWS workspaces for security enhancement
- Setting up Fargate cluster to optimize loads, costing, and cloud operations

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Customer Speaks

"Microland provides 24x7 support for BeiGene's AWS environments across multiple regions, including monitoring, break-fix and new infrastructure deployments. Microland's services include multiple support aspects like OS patching of virtual machines, HPC parallel cluster deployments, administration of compute, storage, networking, backup & recovery components, configuring CloudWatch monitoring and alerts, applying vulnerability fixes, management of IAM rules, RDS and serverless (on Lambda and step functions) components. Microland is also supporting IaaC tools that include configuration of AWS resources using Ansible and automated deployments with Terraform."

- Nadeem Shah, Sr.Director (IT Operations), BeiGene



- **30% cost reduction**
- **80% incident ticket volume reduction**
- **26% Email Phishing incident reduction**

Business Outcomes

1. 30% cost reduction in cloud operations
2. 80% volume reductions in incident tickets
3. 26% reduction in Email Phishing incidents
4. Improved response time for end users request
5. Phishing threat remediation
6. Improved security and compliance
7. Better visibility of SOC operations with Dashboards

About Microland

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to next-gen technologies, we make sure this embrace of brilliance is predictable, reliable, and stable.
Incorporated in 1989 and headquartered in Bangalore, India, Microland is comprised of more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.

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