

Case Study

Reducing Costs and Improving Performance in the Cloud

“We’re spending less on Azure and getting more after engaging VIAcode to run our Azure operation. I’m not sure why anyone would try to do this themselves.”

- Josh Kaplan, CIO

Background

Far Corner provides logistics solutions that enable organizations to eliminate barriers in their supply chain. With nearly 30 years of supply chain experience, Far Corner’s technology includes a full logistics infrastructure, transportation management and warehouse integration capability.

The Far Corner SaaS platform has been used to manage over 250 million pricing events per day, in multiple currencies, and to manage millions of package shipments every year. As a result, the company is heavily reliant on its Azure infrastructure to ensure a positive client experience; however, their approach to managing Azure was primarily reactive.

With increasing and unpredictable costs, a lack of end-to-end visibility and uncertainty related to security of its system and data, Far Corner wanted to become more proactive in its management of Azure, better control costs and better monitor their critical business assets in the cloud.

Solution

Recognizing a need to engage with a third party that had both the expertise and resources needed to optimize their Azure infrastructure, Far Corner partnered with VIAcode to manage their cloud environment. VIAcode, already familiar with Far Corner as their partner in application modernization efforts, fully assessed Far Corner’s Azure environment, prioritized the need for security improvements and identified best practices for cost optimization. Once security and cost improvements were implemented, VIAcode rolled out a comprehensive SRE/DevOps process and deployed VIAcode’s proprietary tools, including the VIAcode Incident Management System (VIMS) and Azure ITSM Connector.

VIMS was integrated with Azure DevOps, Teams, Azure Monitor, Azure Advisor, Azure Cost, Azure Security Center and Azure Sentinel, allowing VIAcode to:

- Review and manage availability, capacity, cost and security alerts
- Implement an end-to-end Live Site support process integrated with Azure DevOps and Teams
- Automate and manage a remediation workflow.

Far Corner Technology At-a-Glance

Website: farcornerinc.com

of Employees: 50

Location: Columbia, MD USA

Industry: Supply chain and logistics

Needs: Better Azure cost management, visibility and security

Results: 35% cost reduction and 50% time savings through VIAcode’s managed services



Benefits

The tools, process and policies put into place by VIAcode have helped Far Corner to prevent unnecessary spend, while allowing for comprehensive health monitoring and critical event remediation in accordance with agreed upon SLAs.

With VIAcode managing their Azure environment, Far Corner's IT team has peace of mind knowing that all critical cloud resources are being monitored and that any issues will be met with a rapid response. VIAcode's fully transparent process is integrated into the Far Corner IT processes and organization, delivering:

- 35% reduction in Azure spend
- Improved performance of the Far Corner eCommerce platform
- Reduced security threats
- 50% fewer hours spent on detecting, diagnosing and resolving problems.

Demonstrated ROI

For Far Corner, the return on their investment was recognized in less than four months, based solely on the reduction in Azure spend and the reduction of time needed to manage their Azure operations.

"I used to spend all my time chasing problems and never knew what problems were lurking. Now, we're able to be proactive in addressing problems before impacting production, and all unexpected issues are captured and handled efficiently. I am sleeping better at night."

- **Matt Schaffner, Manager IT Operations**

About VIAcode

VIAcode provides products and services for Azure migrations, management and optimization. VIAcode has achieved Microsoft Gold Azure Certification and has over fifteen years of experience delivering solutions for Azure, SQL, Windows OS, O365, Azure SQL DB, DNS, DHCP, and NET/Java SCOM Management Packs. In addition, VIAcode develops/maintains Microsoft's Azure Demo platform that is used by thousands of Microsoft cloud solution architects, and the company works directly with Microsoft IT and product teams on the Azure portal, SCOM, Service Fabric, Azure Stack and SQL Server.

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