

# CASE – Migrate customer’s traditional SaaS platform to modern services – improving reliability, cost and performance

## Customer profile -

### Challenge

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The customer needed to optimize cost, gain insight into their Azure environment and streamline performance. The customer utilized several other managed services providers (MSP) to help them gain efficiencies with and make continuous improvements to their service delivery capabilities, but they were not satisfied with the results.

### Solution

Alif Simplified the customer’s existing architecture by migrating them from their traditional SQL Server running on Azure Virtual Machines to Azure SQL Database Managed Service

Alif Worked on the customer’s environment and assisted the customer in understanding their challenges with their existing MSPs, and created a roadmap for future state architecture and mature operations model. Within six months, Alif cloud architects simplified the existing architecture by migrating the customer’s application components from their traditional SQL Server running on Azure Virtual Machines to Azure SQL Database Managed Service.

This solution delivered quick results, simplifying the overall architecture, reducing the amount of operational management overhead while implementing automation, monitoring and security services that delivered an efficient end-to-end service for the customer.

### Benefits/Results

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- ✚ Simplified the overall architecture
- ✚ Reduced the amount of operational management overhead
- ✚ Implemented automation, monitoring and security services for an efficient end-to-end service

### RESULT

The migration greatly improved the reliability, cost and performance of their platform, and the customer benefited from the solution in five key ways:

- ✚ **Security** – Reduced surface area for patching risks, removed public access and required management access through new secure VPN, and implemented role-based access instead of shared access.
- ✚ **Reliability** – Migrated from Azure Classic to Azure ARM, implemented global traffic routing with Azure Traffic Manager for future HA/DR, and upgraded SQL environment to a modern and better supported platform while implementing immutable design standards to create governance and standards for operations.
- ✚ **Performance Efficiency** – Moved from Gen 1 to Gen 5 hardware for better performance, improved app performance from five-second average end-to-end transaction time down to two-second transaction time, and implemented autoscaling automation to properly react to variable traffic volume.
- ✚ **Cost Optimization** – Reduced overall Azure operating cost by 60%, reduced licensing cost by decreasing number of Virtual Machines, modernized instances to provide more CPU cores for less cost, and auto-scaled down web server instances during low traffic volume.

📌 **Operational Excellence** – Automated Windows and SQL patching with managed instances; reduced planned headcount growth by offloading high volume lower value work to Alif support; and resolved core code execution problems by implementing App Insights for deep application analytics.