

IT Solutions Provider develops their AWS offerings and support through Staff Augmentation



About Forward Tech Solutions

Forward Tech Solutions LLC's client quickly grew out of their AWS instances, but as a smaller Solution Provider, FTS reached out to TD Synnex to see if they could help.

The Challenge

Forward Tech Solutions (FTS) LLC, a Colorado-based IT solution provider, supported a growing marketing firm. FTS supported the firm as they outgrew the four Opsworks WordPress production stacks and began creating their fifth stack. Each stack contained over 100 of their client websites. The firm needed support bringing the additional stack into production. Due to turnover, the marketing firm did not have dedicated technical staff to manage the AWS platform. One of their website designers was managing both the web design and managing the platform, while the firm looked to fill the technical position. Without realizing they had outgrown their capacity they began experiencing performance issues because of incorrectly sized EC2 compute and RDS database instances, causing a third of their client websites to slow or even go down completely.

Cloud and Automation Services

In order to alleviate the service issues they were having, FTS brought in the TD Synnex Cloud and Automation Services team to help assess the issue and help correct it. Seeing that the RDS Data Base was configured too small, the TD Synnex team was immediately able to increase the capacity to meet the needs of the business volume. The team also recommended changing EC2 instance types from T2 to T3 to handle peak CPU requirements. In order to maintain the platform and website performance for their customer, FTS also included 24/7 support to help the firm solve for the open technical role.

The Result

Because of the partnership created by FTS, the marketing firm decided that the services and support they were getting through the Cloud and Automation team was a great solution to optimizing their costs. The firm opted to continue using the technical services and augment their staff rather than expanding their own headcount.

FTS, their client, and the TD Synnex Cloud and Automation team work closely to support not only the needs of FTS, but advancing the marketing firms technical capabilities in the most cost effective way possible. With the performance issues resolved, the services team is also helping to implement AWS Web Application Firewall (WAF) via CloudFront on all the customer stacks, resulting in faster load times.

“With limited resources locally, the TD Synnex Cloud and Automation team greatly expanded our service capability, while quickly and effectively taking care of our clients needs. With their professional approach, their team earned our complete confidence.”

- Thomas Boyken, Forward Tech Solutions LLC, Owner/CEO