



Service Delivery Program
Case Study for System Manager
Call Health

About the Customer

CallHealth is a pioneering healthcare platform that offers a fully integrated suite of healthcare services, available at the customer's convenience. Their services range from doctor consultations and diagnostic tests to medicine delivery, nursing care, and physiotherapy, all accessible through virtual channels, at-home visits, or in wellness centers. By leveraging cutting-edge technology, expert medical knowledge, and a vast network of healthcare professionals, CallHealth ensures that its patients receive personalized and efficient healthcare services anytime, anywhere. Their mission is to simplify healthcare by integrating fragmented healthcare systems into one unified platform, empowering patients to make informed choices for their well-being.

Customer Challenge

After migrating their infrastructure from Azure to AWS, Call Health encountered several challenges in managing their expanding AWS environment:

1. **Complex Instance Management:** As the number of EC2 instances grew, managing them manually became increasingly difficult and prone to errors. Ensuring all instances were patched, secure, and compliant with organizational policies was a significant burden.
2. **Secure Session Management:** The need for secure, auditable access to EC2 instances for maintenance and troubleshooting without exposing them to the internet was critical. Traditional SSH/RDP methods were not scalable or secure.
3. **Effective Inventory Management:** Keeping track of software inventory and configurations across numerous instances was challenging. The lack of visibility into the environment made asset management and compliance auditing difficult.

Partner Solution

Frontier Business Systems implemented AWS Systems Manager (SSM) to address these challenges, focusing on Session Manager and Inventory Manager.

1. **Session Manager Implementation:**
 - **Secure Access:** We replaced traditional SSH/RDP access methods with SSM Session Manager, providing secure, auditable access to EC2 instances without needing bastion hosts or open inbound ports.
 - **Centralized Management:** Session Manager allowed administrators to manage instances centrally through the AWS Management Console, CLI, or SDKs, simplifying access control and monitoring.
2. **Inventory Manager Implementation:**
 - **Automated Inventory Collection:** We configured SSM Inventory to automatically collect and store software inventory, configuration details, and operating system patches of all EC2 instances, ensuring up-to-date visibility into the environment.
 - **Compliance and Auditing:** Inventory data was integrated with AWS Config and AWS Security Hub to provide continuous compliance monitoring and

auditing capabilities. Custom policies were created to ensure instances remained compliant with Call Health's security and operational standards.

3. Automation and Maintenance:

- **Patch Management Using Quick Setup:** We utilized SSM Quick Setup for patch management, automating the process of patching EC2 instances. This ensured that all instances were consistently up to date with the latest security patches, reducing vulnerability exposure

Results and Benefits

By leveraging AWS Systems Manager, Call Health experienced significant improvements in operational efficiency and security:

- **Enhanced Security:** Session Manager eliminated the need for open inbound ports and bastion hosts, reducing the attack surface and enhancing instance security.
- **Operational Efficiency:** Automated inventory collection and patch management reduced the time and effort required for routine maintenance, allowing IT staff to focus on strategic initiatives.
- **Improved Compliance:** Continuous compliance monitoring and automated auditing helped maintain adherence to organizational policies and regulatory requirements.
- **Cost Savings:** Automation reduced the need for manual intervention, leading to cost savings in operational management.

About the Partner

Frontier Business Systems Private Limited, headquartered in Bengaluru, Karnataka, is a leading IT service provider specializing in virtualization consulting, IT infrastructure management, and information security solutions. With extensive experience in cloud computing, Frontier offers a wide range of services tailored to help businesses enhance their infrastructure while ensuring operational continuity. Frontier holds several AWS Competencies, which validate their technical expertise and proven success in delivering AWS solutions. Their specialization in cloud migration, security, and managed services helps clients, like Call Health, achieve their goals through scalable, secure, and efficient cloud solutions.