



Service Delivery Program  
Case Study for System Manager  
**Ashirvad Pipes**

## About the Customer

Ashirvad Pipes is a leading manufacturer of uPVC and CPVC pipes, renowned for its innovative plumbing solutions across India. To sustain its industry leadership and deliver high-quality products, Ashirvad Pipes relies on a resilient IT infrastructure. As their operations expanded, they migrated to AWS Cloud to support their critical applications, including SAP workloads across both Linux and Windows environments. This shift aimed to enhance performance, security, and manageability of their IT infrastructure.

## Customer Challenge

As Ashirvad Pipes continued to grow, managing their extensive AWS infrastructure became increasingly complex. They faced challenges related to system management, including:

- **Session Management:** Securely accessing and managing a large number of instances across different environments.
- **Inventory Management:** Keeping track of their AWS resources and ensuring compliance with operational standards.
- **Patch Management:** Maintaining up-to-date patches across both Linux and Windows instances to safeguard against vulnerabilities.
- **Parameter Management:** Efficiently managing and securing configuration settings and secrets.
- **Run Commands:** Executing commands across multiple instances to perform routine maintenance and updates.

The complexity and scale of these tasks were leading to operational inefficiencies and increased risk. Ashirvad Pipes needed a streamlined solution to enhance management, security, and automation of their AWS environment.

## Partner Solution

Frontier Business Systems implemented a comprehensive AWS Systems Manager (SSM) solution to address Ashirvad Pipes' challenges, focusing on several key areas:

1. **Session Manager:**
  - Enabled secure and auditable access to AWS EC2 instances without the need for SSH or RDP, ensuring better security and compliance.
  - Provided centralized management of instance access, reducing the administrative overhead and improving operational efficiency.
2. **Inventory Manager:**
  - Deployed SSM Inventory to collect and query metadata about the AWS resources in use, including instances and software installed.
  - Enhanced visibility into the IT environment, facilitating better asset management and compliance monitoring.
3. **Patch Management:**

- Implemented AWS Systems Manager Patch Manager to automate the process of patching both Linux and Windows instances.
- Configured patch baselines and schedules, reducing the risk of vulnerabilities and ensuring that systems remain up to date with minimal manual intervention.

#### 4. **Parameter Store:**

- Utilized AWS Systems Manager Parameter Store to securely store and manage configuration data and secrets, such as database connection strings and API keys.
- Enabled centralized management of parameters, improving security and simplifying application configuration.

#### 5. **Run Command:**

- Leveraged SSM Run Command to execute administrative tasks and scripts across multiple instances simultaneously.
- Streamlined routine maintenance operations and ensured consistency in command execution across the infrastructure.

### **Results and Benefits**

By implementing AWS Systems Manager, Ashirvad Pipes achieved significant improvements in their IT operations:

- **Enhanced Security and Compliance:** Secure and efficient access management through Session Manager and centralized control of configuration parameters.
- **Improved Efficiency:** Automated patch management and centralized inventory management reduced manual efforts and administrative overhead.
- **Streamlined Operations:** SSM Run Command facilitated efficient execution of routine tasks, minimizing the potential for errors and inconsistencies.
- **Operational Excellence:** Overall, the use of SSM services improved the manageability of Ashirvad Pipes' AWS infrastructure, enabling them to focus more on their core business operations and less on infrastructure 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, validating their technical expertise and proven success in delivering AWS solutions. Their specialization in cloud migration, security, and managed services helps clients, like Ashirvad Pipes, achieve their goals through scalable, secure, and efficient cloud solutions.