

Success Story: Always-On Cloud Monitoring for a Growing Retail Brand

Client Overview

Client	Industry	Headquarters	Footprint	Objective
Online-first Regional Retail Chain	Consumer Retail	New Delhi, India	20+ large-format retail stores across North India	Achieve 24x7 uptime, performance visibility, and proactive cloud management

Business Goals

As a fast-scaling retail brand with both online and offline presence, the client needed their AWS cloud environment to be highly available, secure, and well-optimized. Their goals included:

- Round-the-clock application and infrastructure monitoring
- Proactive incident detection and resolution
- SLA-driven managed services for EC2, RDS, and VPC resources
- Improved visibility into system health and usage
- Centralized logging and compliance reporting

Challenges





- Limited internal IT capacity to monitor cloud infrastructure 24x7
- Manual troubleshooting led to delayed issue resolution
- Lack of consolidated monitoring dashboards and alerting
- Risk of downtime impacting POS systems and customer experience

Solution Highlights

Tamiser Cloudworks stepped in as the client's dedicated AWS managed services provider, delivering a tailored 24x7 cloud monitoring and support framework. Our team implemented the following:

Task	Details
Monitoring Stack Setup	<ul style="list-style-type: none"> Implemented Amazon CloudWatch, AWS CloudTrail, and AWS Config for full-stack visibility. Integrated with custom dashboards and alerting using Grafana and SNS notifications.
Managed Services Framework	<ul style="list-style-type: none"> 24x7 NOC operations with real-time alerts and incident management. Regular patch management, cost optimization, and performance tuning. SLA-backed support tiers with escalation matrix.
Security & Compliance	<ul style="list-style-type: none"> Enabled GuardDuty, IAM auditing, and centralized log management. Weekly / Monthly / Quarterly compliance reports aligned with CIS benchmarks.

Key Benefits

Benefit	Value Delivered
 24x7 Monitoring & Support	Round-the-clock visibility and rapid response
 Optimized Infrastructure	Right-sizing and performance improvements
 Reduced Downtime	90% faster issue resolution
 Improved Compliance	Regular audits and security posture reports

Summary

With Tamiser Cloudworks as their trusted AWS partner, the retail brand in New Delhi now operates with complete confidence in their cloud infrastructure.

Our 24x7 monitoring and managed services framework has enabled them to reduce downtime, improve system performance, and proactively address issues before they impact business. As they continue to expand across regions, their IT backbone is now secure, scalable, and fully aligned with the demands of a modern retail operation.

“Tamiser Cloudworks has become an extension of our IT team. Their 24x7 cloud monitoring and support ensure our retail operations run smoothly at all times. We trust them to keep our systems available, secure, and optimized.”

— Head of IT, Retail Startup

About Tamiser Cloudworks

Tamiser Cloudworks provides AWS managed services, cloud monitoring, and end-to-end infrastructure support to businesses across India. We help retail, fintech, and SaaS companies build reliable, secure, and cost-efficient cloud environments. For further information contact us at reachus@tamiser.in