Alphamatic | BOSS CLOUD | AlphaCare™



Case Study:

# Modernizing Production Across 9 Plants with Managed Cloud Services

## Executive Summary

To support round-the-clock manufacturing operations and comply with strict corporate regulations, a leading global healthcare manufacturer operating **9 production facilities** shifted its core infrastructure to **BOSSCloud**. By layering **AlphaCare Managed Cloud Services** and **AlphaCare ManagePlus** over the cloud environment, the organization reduced capital expenditures, secured remote access for **over 9,000 employees**, and achieved seamless disaster recovery and patch management.

## The Challenge

Operating 9 high-volume manufacturing facilities in Sepang requires uninterrupted access to Enterprise Resource Planning (ERP) systems, AI-driven production data, and core business applications. The company faced several core challenges:

**System Upgrade & Scalability**
Needed to upgrade its BOSS HRMS application to the i-Net web version for over 9,000 employees.

**Payroll Processing Spikes**
Peak payroll cycles required dynamic computing power that strained static local servers.

**High CAPEX Investment**
Traditional on-premise hardware and high-availability storage required substantial capital expenditure.

**Data Security & Maintenance Burden**
Needed secure remote access for users, reliable backup/DR strategies, and round-the-clock maintenance without overworking in-house IT staff.

## The Solution

**BOSSCloud, Managed Cloud Services & ManagePlus**

**The organization implemented a three-tier solution:**

### BOSSCloud Infrastructure (IaaS)

- **Cloud-Hosted HRMS & ERP:** Deployed BOSS HRMS i-Net, subsidiary ERP systems, and Dynamics 365 (D365) directly onto BOSSCloud's resilient Infrastructure as a Service.
- **AI Workloads:** Provisioned high-performance AI Virtual Machine (VM) hosting on BOSSCloud.
- **Dynamic Resource Scaling:** Elastic compute power automatically scales up during monthly payroll processing without incurring extra charges.

### Managed Cloud Services

- **Secure Access Anywhere:** Enabled secure, authenticated remote access for users across all locations.
- **Integrated Backup & DR:** Built-in Backup as a Service (BaaS) and Disaster Recovery (DR) featuring AlphaCare BaaS and dedicated Ransomware Recovery as a Service (RRaaS) using Veeam 3-2-1-1-0 best practices.
- **Dedicated 24/7 Operations:** Round-the-clock support from dedicated BOSS and Alphamatic engineers to manage and maintain the cloud environment.

### ManagePlus Services (Operational & Maintenance Services)

To further offload IT management, the customer subscribed to specialized ManagePlus operational packages:

- **Veeam Incident Support & Backup Operations:** Operational management and rapid incident response for Veeam backup systems.
- **Automated Patch Management:** Enterprise-wide vulnerability and patch management to keep operating systems and software secure.

## Business Results & Impact

**99.9% Uptime Guarantee**
Ensured 24/7 operational continuity across all 9 production facilities.

**Single Point of Contact (SPOC)**
A single accountable team for both application support and underlying cloud infrastructure.

**Zero-Cost Compute Bursting**
Dynamic processing power during peak payroll cycles delivered at no added resource cost.

**Comprehensive Cyber Resilience**
Complete ransomware protection, secondary cloud backups, and automated patch management.

**Full Regulatory Compliance**
Fully aligned with healthcare manufacturing and public-listed company governance standards.

**Ready to transform your cloud infrastructure?**
**Read more about BOSSCloud and Managed Cloud Services here or contact our experts today for a FREE consultation!**


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