



Government Policy Research Institute

Our Customer, one of the leading providers of public policy research and data analytics, modernized their AWS Cloud operations with ICG LLC.





The customer needed a solution that would automate their AWS account management system by leveraging a robust Cloud Management solution.

Challenge

Efficiently manage billing for multiple AWS account heads

Solution

ICG's AWS Manager enabled customer to efficiently manage their AWS resources

Products

ICG AWS Manager
ServiceNow ITSM
AWS Cloud

Manging the AWS Cloud Assets & Billing Cycle

This customer serves many different types of sub-customers from universities, local/state government, as well as from the federal and commercial sector using ServiceNow's database to manage information, then leveraging AWS to create accounts for deployment of resources to access this information by section. The customer needed a way to manage expenses and billing for each of these accounts as well. The customer needed to also provide customer access to AWS resources on an Account basis while allowing privileged access to view the resources in the CMDB. They accomplish this by creating a new AWS account for each company and providing the application the account details. Through ITSM and user controls, only specified users will be able to access those resources. Each new AWS account that is created will be automatically discovered and managers will have access to the cost and billing data without additional configuration.

ICG's AWS Manager empowered the customer to easily manage and delegate their AWS resources through Service Now. Additionally, the customer now has the ability to enable sub-customers to provision, manage, and account for their own resources, while maintaining access control so sub-customers are not aware of each other's accounts.



Industry:
IT Services



Location:
New Jersey,
USA



Employees:
1400