eCloudvalley Helps Customers Embrace New Technology Innovations

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Helping Companies Understand the Proactive Approach of a Next-Generation MSP

With roots in enterprise hard drive distribution, the founders of eCloudvalley have a deep background in IT. Realizing that the future of IT growth and transformation would depend in large part on cloud computing, they founded eCloudvalley to focus exclusively on helping companies take advantage of the cloud. Specifically, the company went all in on Amazon Web Services (AWS). Today, eCloudvalley is an APN Premier Consulting Partner, an AWS MSP Program Partner, an AWS Public Sector Program Partner, and a holder of the AWS Migration, DevOps, Marketing & Commerce, and Mobile Competencies.

"In 2014, we decided to build our business completely on AWS and joined the AWS Partner Network," says Annie Liao, digital technology sales director for Hong Kong and Taiwan at eCloudvalley. "As we continued to grow and expand to new regions like China, we very quickly saw a customer need for a new kind of cloud managed services provider. Our research showed there was a lot of opportunity in the cloud managed services space, and we began building our MSP practice, which launched in 2015, to focus on proactively supporting the end-to-end customer lifecycle on AWS."

eCloudvalley recognized right away how different a cloud managed services provider, or next-generation MSP, is from a traditional managed services provider.

"Since our practice began, we've been trying to raise the bar for our customers and help them identify the best ways to leverage our expertise and services while taking advantage of AWS," says Liao. "A next-generation MSP helps customers focus on their core business and helps them embrace technology to drive business transformation, specifically through digital transformation strategies. We see ourselves as their trusted and long-term partner and help them get started on AWS, provide guidance and education, manage their environments and infrastructure, and provide ongoing optimization, advice, and support."

"Only through our customer obsession and by familiarizing ourselves with the pain points of our customers can we help customers digitally transform and take ongoing advantage of AWS," says MP Tsai, chief executive officer at eCloudvalley. "While working with customers, we not only design solutions but we share our insight on disrupting the market and the ways in which we can continuously help them succeed."

About Roo Hsing

Founded in 1977, Roo Hsing is the world's largest jeans manufacturer.

Challenge

As the world's largest jeans manufacturer, it is crucial that Roo Hsing's enterprise resource planning (ERP) software can grow with the company as it expands its global footprint. Roo Hsing felt its legacy IT infrastructure and ERP system would limit its agility and ability to digitally transform. The company decided to move to the cloud but needed an expert to help at each step of its journey.

Solution

Roo Hsing chose to work with eCloudvalley as it began its cloud journey. After extensively consulting with Roo Hsing about system needs and requirements, the eCloudvalley and Roo Hsing teams completed a successful migration of Roo Hsing's ERP system to SAP S/4HANA on AWS. As a cloud managed services provider, eCloudvalley manages and monitors Roo Hsing's cloud infrastructure and environments.

Benefit

Roo Hsing's migration marked the first successful SAP S/4HANA migration in Taiwan. As an MSP, eCloudvalley is able to provide cost optimization recommendations, well-architected reviews, and proactive guidance for Roo Hsing as the company looks to take advantage of AWS.

Building a Comprehensive Practice

Core to eCloudvalley's mentality as a next-generation MSP is its focus on proactive customer engagement across stages and use cases. "We have built an MSP team that is passionate about the culture we have built," says Liao.

"To support our MSP team, we have teams that specialize in different areas such as data solutions, data analytics, and products," says Liao. "We have dedicated teams focused on our platforms and we have technical account managers who focus on specific customers. We also have an advanced cloud technology team whose sole focus is to look at the future of cloud, research new and potential technology innovations, and prepare for how we can help our MSP customers take advantage of these innovations to tackle new business objectives." Today, the eCloudvalley team holds over 300 AWS Certifications.

The company's ability to offer its growing customer base new services, tooling, and optimization rapidly and at a consistent pace comes through its approach to internal development and embrace of automation.

"Our cloud management platform, Atlas, is built on a microservices architecture using AWS container services like Amazon EKS," says Liao. "We leverage third-party monitoring software like CloudCheckr, Splunk, and PagerDuty to conduct proactive monitoring for our customers to provide cost optimization, security, and well-architected best practices."

The company's Atlas platform is built to take advantage of machine learning (ML) tooling and the company's deep data analytics skill set to provide customers with predictive analytics capabilities and insights. "Our goal is to use data and automation to help customers build an optimal cloud environment," says Liao. During the development stages, eCloudvalley also provides customers DevOps support and tooling, such as CI/CD deployment and development, to help customers better manage and use DevOps tooling for internal development.

Looking to the Future of IT

Since the company began its MSP practice, it has experienced massive global growth. "The value of working with a next-generation MSP is not specific to any industry or type of customer," says Liao. "Any company can leverage cloud services. Working with a next-generation MSP can help them to leverage and optimize cloud technology more effectively."

eCloudvalley credits the AWS MSP Program for its guidance as it continues to evolve its practice. "The AWS MSP Program helps us keep a pulse on areas we need to focus on for our customers. Through the program and the third-party audit, we have more of an opportunity to review our approach to managed services and to review our architecture and automation tools," says Liao. "It is very helpful for us."

While continuing to invest in its technical capabilities, the eCloudvalley team is building and expanding its ISV partner ecosystem and integrations. The company is also investing in university programs to nurture the next generation of cloud specialists through internships and training with eCloudvalley. Looking ahead, eCloudvalley is focused on researching how it can help customers develop new data solutions and harness the power of 5G technology. "We believe 5G will change how companies are able to use the cloud and are focusing on what it can bring to our customers," says Liao.

Roo Hsing Migrates to SAP S/4 HANA on AWS with eCloudvalley

Roo Hsing is the world's largest jeans manufacturer. Clients of Roo Hsing include Levi's and H&M. The company is headquartered in Taipei and operates more than 30 factories in China, Cambodia, Myanmar, Tanzania, Nicaragua, and El Salvador.

Crucial to the company's growth and operations is its use of enterprise resource planning (ERP) software that can grow with the company. With its rapidly growing global footprint, Roo Hsing faced high capital expenses as it sought to set up and operate its IT infrastructure on a global scale. Looking to a more digital future, the company also felt its legacy IT infrastructure may limit its agility and ability to digitally transform. Roo Hsing decided to move its ERP system to the cloud but lacked internal experience and knowledge in cloud operations.

The company turned to eCloudvalley as a trusted advisor to help begin its cloud journey. After extensively consulting with Roo Hsing about system needs and requirements, the eCloudvalley and Roo Hsing teams kicked off a complex migration of Roo Hsing's ERP system to SAP S/4HANA on AWS. Roo Hsing's migration marked the first successful SAP S/4HANA migration in Taiwan.

As a cloud managed services provider, eCloudvalley manages and monitors Roo Hsing's cloud infrastructure and environments. Completing well-architected reviews and security reviews and providing a bi-weekly report to Roo Hsing helps eCloudvalley identify potential vulnerabilities in the company's infrastructure design, such as a storage system not designed for Disaster Recovery (DR). eCloudvalley is also able to provide cost optimization recommendations and proactive guidance for Roo Hsing as the company looks to take advantage of AWS.

Today, Roo Hsing is working with eCloudvalley to use new technology solutions to differentiate itself in the manufacturing space. For example, eCloudvalley is currently helping Roo Hsing ready its data platform for future big data and artificial intelligence-focused projects. "Following the SAP migration to AWS, we spoke with Roo Hsing's decision-makers about how to leverage collected data, IoT, and AI to transform the traditional factory and compete with global factories," says Tsai.

Learn more about Roo Hsing's cloud journey with eCloudvalley.