
AWS
re:Invent
NOV. 28 – DEC. 2, 2022 | LAS VEGAS, NV

SUP202

Cloud operations: A catalyst for innovation

Priyanka Chaturvedi

Sr. Manager, AWS Managed Services
Amazon Web Services

George Irwin

Director of Engineering
SPH Media

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Agenda

Challenges of cloud adoption while transforming

Introduction to SPH Media

Operational challenges

AWS Managed Services (AMS) – The catalyst

Next steps

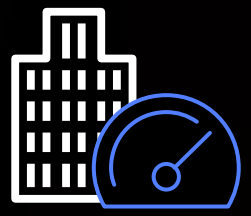
Key takeaways

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

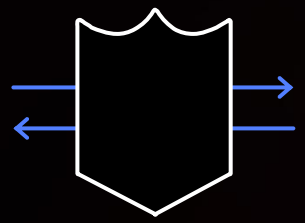
Challenges of cloud adoption while transforming

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

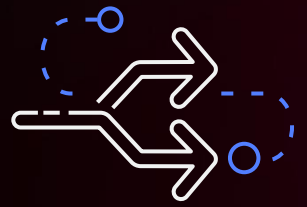
What are businesses trying to accomplish?



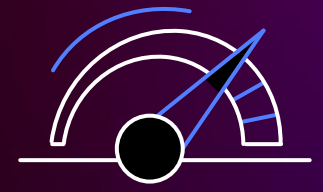
Increase organizational agility and reduce time to market



Improve business risk management



Business continuity and disaster recovery



Enhance operational performance and reduce IT costs

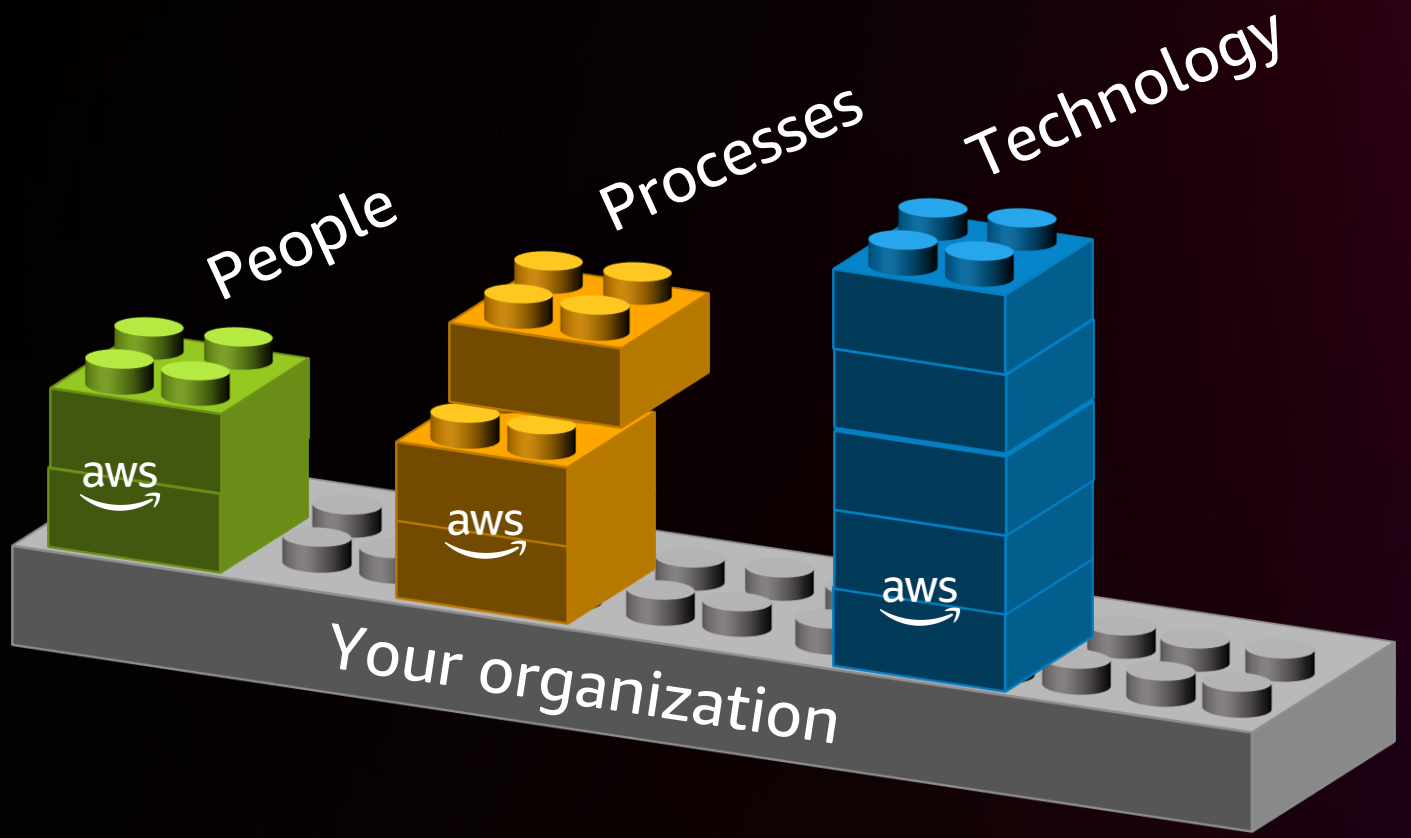
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

What are our customers' challenges?

- A lack of talent to manage cloud services
- A limited workforce capacity to modernize while migrating
- The need to build a cloud governance and control framework
- The burden of supporting audit and regulatory compliance needs
- Legacy operational practices that are not built for the modern cloud

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

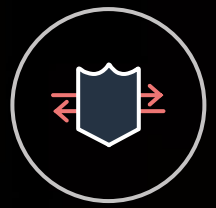
Performing while transforming with AWS Managed Services (AMS)



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Performing while transforming with AWS Managed Services (AMS)

Security



Best practice safety reviews and automated controls

Availability



Proactive monitoring, incident management, and backup

Efficiency



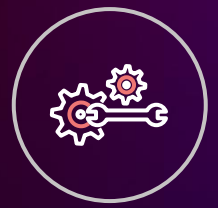
Improved operational efficiency and cost savings

Resiliency



Continuous iteration and improvement

Compliance

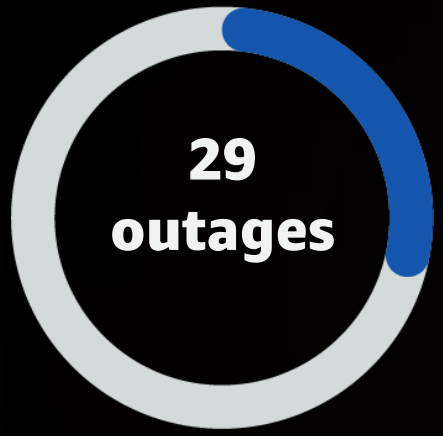


Helps you meet your compliance needs

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

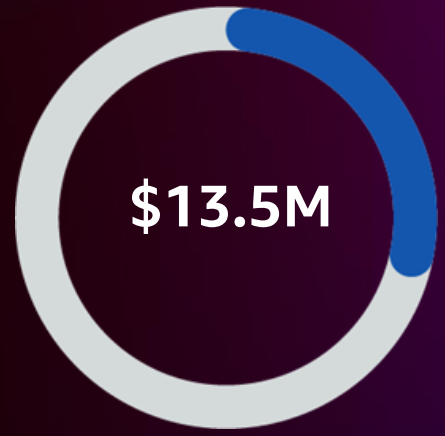
Disruptions are costly for your business



Unplanned outages
On average, organizations experience 29 unplanned outages per year



Mean time to resolution
Organizations spend an average of 5 hours to repair each outage



Total revenue loss
Organizations lose an average of $13.5M as a result of unplanned outages

aws
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Achieving resiliency with AMS

INCIDENT DETECTION AND RESPONSE



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AMS operates, you innovate



Security
150+ managed guardrails and security checks, optimized across a core set of runbooks



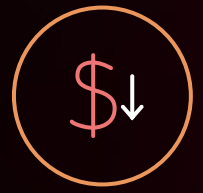
Proactive incident management
80% of incidents proactively detected and notified



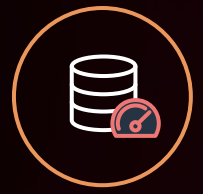
Automation
1.35M AWS Systems Manager documents processed per month, up to 97% automated



Deep AWS expertise
24/7 global coverage with tier 1 response and remediation



Cost optimization
10%–15% annual operational and AWS cost savings



Timely updates
95% patch SLA for premium accounts, with 92% overall patch conformance

AMS operational compliance eligibilities

ISO · HIPAA · AICPA SOC · PCI · GDPR · FedRAMP · HITRUST

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Introduction to SPH Media

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Our mission

Newspapers

Magazines

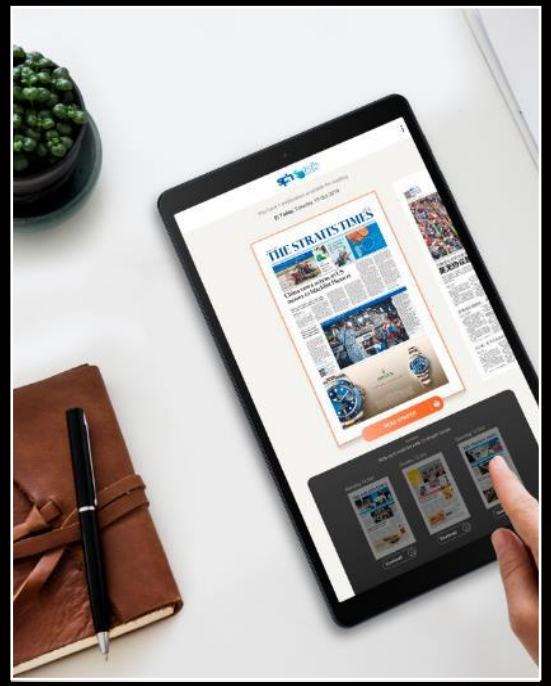
Radio stations

Outdoor and digital

“To be the trusted source of news on Singapore and Asia, to represent the communities that make up Singapore, and to connect them to the world.

SPH Media – The business

Newspapers



Magazines



Radio stations



Outdoor and digital



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

SPH Media – The business

Newspapers

THE STRAITS TIMES
THE BUSINESS TIMES
联合早报 Lianhe Zaobao
Berita Harian
தமிழ் முரசு
the newpaper
tabla!
新明

Magazines



Radio stations



Outdoor and digital



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.



Newsrooms everywhere face a growth challenge

Decline of print
Erosion of ad revenue
Rise of social media
Competition for attention
Maintaining trust



Transformation is an imperative to remain relevant in the digital age

Be where your audiences are
through the channels they engage
at a time convenient to them
in a format they can consume

Shaping the future of digital journalism

BY WEAVING TECHNOLOGY AND INNOVATION INTO THE FABRIC OF NEWS



Empowering journalists

We build solutions that remove friction to make it easier for journalists to publish credible, accurate, and impartial news and analyses



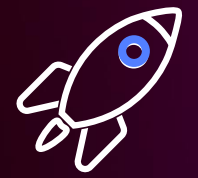
Audience centricity

We put readers and subscribers at the heart of our products to build high quality, leading edge, and engaging experiences that help inform and understand the world



Quality engineering

We invest in solid foundational elements with rock-solid infrastructure and platforms that power our solutions



Innovating at velocity

We focus on features that matter, shipping code and then rapidly iterating on it to continuously improve our offerings

Break the news

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

sph MEDIA

Fixing the fundamentals

AS THE FOUNDATIONS FOR OUR TRANSFORMATION

01

Infrastructure resilience

Modernize infrastructure and migrate to the cloud to reduce downtime and disruption while improving performance and reliability

02

Data & insights

Create a unified data platform to provide a 360-degree view of audience insights, synergizing with performance metrics and business intelligence to support decision-making

03

Product & experience

Enhance user experience, design, and features across customer touchpoints and product interactions

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

sph MEDIA

Starting with cloud adoption

AND ADDRESSING KEY CHALLENGES

01

Infrastructure resilience

Modernize infrastructure and migrate to the cloud to reduce downtime and disruption while improving performance and reliability



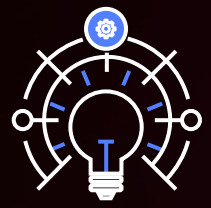
Limited in-house cloud resources



Competing priorities between operations and product engineering



Lack of focus on cloud continuous improvement



Consistently deliver operational outcome at scale

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

sph MEDIA

AMS – The catalyst



Resilience

Enabled multiple operating modes to achieve different business outcomes (modern vs. monolithic workloads)



Compliance

Standardized and baselined operational readiness framework aligned with industry best practices



Availability

Instantly expanded SPH's operations team via the AMS 24/7 always-on operations team



Efficiency

Took over daily operations (incident, patch, and backup management), unburdening the SPH team so they could focus back on the modernization strategy

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Results

Accelerated onboarding and operational outcomes

16 days to onboard and patch

Productivity gain

Migrated >80% of workloads
AWS Control Tower onboarding
Centralized network management
Built Terraform templates



Operational rigor

Patch compliance – 98%
Backup coverage – 74% Amazon EC2, 95% Amazon RDS
Improved risk management

Cost optimization

21% savings
Rightsizing, housekeeping
GP2 to GP3

AWS Config rules remediation

58 thousand alarms triaged
Improved security posture

Auto Scaling group tuning

Generating 91% scale-up/scale-down events
Reduced AWS spend, events

aws
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.
sph MEDIA

What’s next



Build on the foundations with a first-party data strategy, a data lake, and customer insights for targeted advertising



Allow the SPH Application team to skill up on modern cloud operations practices



In-source cloud operations in the next 24 months

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Recap

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Key takeaways

01 Define short- and long-term plans aligned with your IT strategy

02 Migration and innovation can happen in parallel

03 Be open to adopting multiple operating models based on workload types

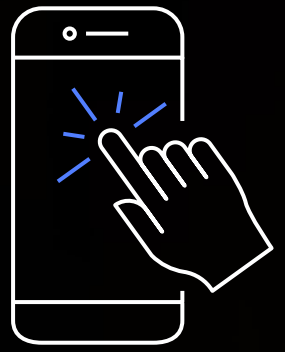
04 Offload operational activities while you scale up your transformation

aws

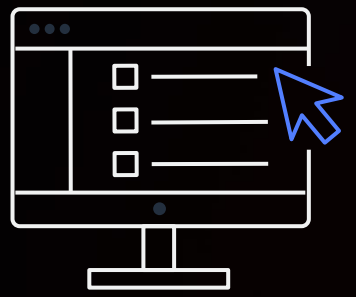
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AWS re:Post

A community-driven knowledge sharing site for your AWS questions
Visit https://repost.aws/



Login is not required to browse content



Content is organized by topics and tags



Machine learning drives smart content recommendations



Follow specific questions, topics, and community experts

aws
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Thank you!

Priyanka Chaturvedi
chaturvp@amazon.com

George Irwin
grvhi@sph.com.sg



Please complete the session survey in the **mobile app**

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.