



Transforming Cloud Operations & Driving \$64K+ Annual Savings Through Managed Services Excellence

Client Snapshot

Company

Global precision engineering and manufacturing organization specializing in advanced components for semiconductor, aerospace, life sciences, and industrial applications

Industry

Manufacturing /
Semiconductor /
Engineering

Company Size

Global operations with ~300+ users across US, UK, and APAC

Location

United States (Primary), with global presence

Cloud Foot Print

Microsoft Azure-based infrastructure with Citrix DaaS, Dynamics CRM, and hybrid IT environment

Business Challenges



Non-functional SQL High Availability cluster, risking downtime and data loss



Frequent Citrix session freezes, severely impacting user productivity



Oversized and idle Azure VMs, leading to unnecessary cloud spend



High backup costs due to inefficient storage tier usage (RAGRS)



Single point of failure in network architecture (single firewall dependency)



Lack of endpoint management and compliance visibility

Solution Approach

Ninth Dimension implemented a comprehensive Azure Managed Services and optimization framework, covering:

Infrastructure & Cloud Operations

- 24/7 Azure monitoring and management
- VM lifecycle management, patching, and performance tuning
- Storage, backup, and network optimization

Database & High Availability

- Rebuilt SQL Always-On High Availability cluster
- Optimized storage, log management, and failover readiness

Citrix & End-User Experience

- Upgraded Citrix VDA components
- Implemented phased rollout (test → pilot → enterprise)
- Stabilized session performance and user experience

Network Resilience

- Implemented high availability firewall architecture
- Established secure inter-site connectivity
- Eliminated single-point-of-failure risks

Endpoint & Security Management

- Deployment of Microsoft Intune for endpoint control
- Enhanced compliance and device security post

The Implementation Highlights

Business Impact

Structured phased execution model (assessment → pilot → rollout)

Integrated with existing tools:

•Datadog (monitoring)
Zendesk (ticketing)

Automated start/stop scheduling for cost efficiency

Quarterly FinOps review framework introduced

SLA-driven managed services with 24/7 monitoring



Financial Outcomes

- \$64,830+ annual cloud cost savings achieved
- Backup optimization
- VM right-sizing
- Reserved instance strategy



Business Impact

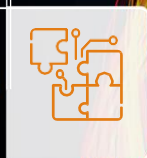
Business Impact

Operational Improvements

•Restored SQL High Availability ensuring data protection

•Eliminated Citrix performance issues → improved productivity

•Achieved stable and resilient network architecture
Enhanced endpoint security and compliance

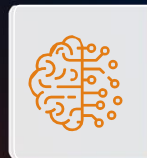


Efficiency Gains

- Reduced infrastructure waste significantly

- Improved system uptime and reliability

- Enabled proactive monitoring and faster issue resolution



Key Differentiators

- 1 End-to-end managed services ownership across cloud, network, and user experience
- 2 Integrated FinOps + operations model (cost + performance together)
- 3 Automation-led optimization vs manual interventions
- 4 Phased, low-risk execution approach ensuring zero disruption



Future Roadmap

- *Advanced monitoring & predictive alerting*
- *Continuous Azure right-sizing and cost optimization*
- *Enhanced endpoint security and compliance frameworks*
- *Strategic IT alignment workshops with leadership*

Conclusion

Through a structured managed services and optimization-led approach, Ninth Dimension transformed a fragmented and high-risk IT environment into a resilient, cost-efficient, and high-performance cloud ecosystem—delivering measurable financial savings and enabling long-term scalability.

Ready to Transform Your Cloud Operations ?

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