

Centilytics Helps Redington Roll Out New Cloud Management Platform Offering

Centilytics enabled Redington to successfully deliver a white-labeled CMP and automate customer onboarding, while ensuring complete integration with their existing portal -- all within 3 weeks!

At a Glance

Industry

Information Technology & Services

Location

Middle-East and Africa

Challenges

Integration of existing portal with new CMP offering while onboarding over 600 customers.

Solution

Centilytics ensured the existing portal was fully integrated with the new CMP offering. The entire customer onboarding process was automated while ensuring the customers on the existing portal need not sign up separately for the new CMP offering.

Results

Redington was able to roll out a new CMP offering that was integrated with their existing portal and got an automated process for customer onboarding -- all within just 3 weeks!

About

Redington Gulf, a subsidiary of Redington India, is one of the largest service providers in the MEA and CIS region, with a wide range of services ranging from networking to enterprise solution products. In its own words, the IT major wants to "drive business outcomes for enterprises in the Middle East and Africa by delivering and implementing the best of breed technologies from around the globe."

Challenges

- Redington Gulf wanted to integrate their partner portal (CloudQuarks) that handled invoicing and marketplace for various customers into a qualified CMP -- Centilytics.
- Along with the integration, the company also wanted to create its own new CMP offering (TrackMyCloud) by exploring the white-labeling solution offered by Centilytics.
- The integration paired with the launch of a new CMP offering meant onboarding over 1,500 AWS and Azure subscriptions across 600+ partners and customers, a task that needed advanced automation capabilities.
- Then there was the challenge of customized integration with AWS Cognito with the constant transfer of customer data from CloudQuarks to TrackMyCloud via AWS SQS.

How Centilytics Helped

- Team Centilytics used AWS Cognito for authentication while integrating Centilytics' CMP with CloudQuarks, which ensured single sign-on for the entire customer user directory.
- Centilytics also looped in Redington's technical team (Redington BTIS and Nagarro) and ensured that the login authentication for TrackMyCloud was routed to Redington's database via Cognito.
- In order to automate the customer creation process, Team Centilytics used its SDK to develop an automated process and send the inputs from CloudQuarks using SQS.
- The next process involved creating customer access using Centilytics' SDK based on the details received in SQS query in JSON format.
- Team Centilytics also worked on creating delete, create, and update commands for customer access, which can be sent by CloudQuarks users from their accounts.

End Results

- The authentication process was developed and successfully deployed in just a week.
- The customers present on CloudQuarks were seamlessly onboarded TrackMyCloud without the need to create new logins.
- Redington's 600 customers were onboarded via an automated process, and the same process can onboard any customer in the future.
- Centilytics ensured CloudQuarks database could add or remove any AWS/Azure subscription TrackMyCloud by issuing commands from CloudQuarks.
- The entire process, from integration to white-labeling to automated process creation, was completed in just 3 weeks.

