

SUCCESS STORIES

Automated AWS resource provisioning for a US-based biopharmaceutical company

About the Customer



A U.S.-based biopharmaceutical company leveraging cloud-based and data-driven platforms to accelerate research and development in brain health and central nervous system therapies. Their technology enables faster insights from clinical and research data, supporting innovation in neuropsychiatric and neurological treatments.

Business Problem

The client needed to accelerate project onboarding and resource provisioning while minimizing manual effort and operational delays. Fragmented workflows and limited visibility were slowing research initiatives and adding complexity to day-to-day operations.

Key Challenges



Limited Automation

Manual processes slowed operations and made it difficult to quickly onboard new projects and platforms.



Reduced Visibility

Lack of centralized monitoring made it hard to track progress and resolve issues promptly.



Operational Inefficiencies

Collecting data and tracking activities across multiple teams caused delays and extra effort.



Scalability Constraints

Growing workload and organizational complexity required a framework that could support faster, more reliable, and compliant operations.

Business Solution

Incedo partnered with the client to modernize their DevOps pipeline, automating AWS provisioning and improving efficiency, visibility, and governance across accounts. This approach ensured secure, consistent, and high-performing workflows while enabling rapid onboarding of new workloads.

Key Solution Highlights



Automated provisioning of AWS resources (WorkSpaces, S3, EC2 Windows/Linux) across multiple accounts using Infrastructure-as-Code (IaC).



Integrated ServiceNow, Amazon API Gateway, and AWS Step Functions to enable user-initiated, event-driven provisioning workflows



Deployed AWS Lambda for pre-provisioning validations, dependency management, and automated resource creation



Implemented Datadog CloudFormation StackSets for centralized monitoring, unified observability, and automated metric aggregation across accounts



AWS Services Used

- ▶ **AWS Lambda:** Event-driven functions for pre-provisioning checks and automated resource creation.
- ▶ **AWS CloudFormation:** Deploys Datadog StackSets, IAM roles, and monitoring configurations via IaC.
- ▶ **Amazon API Gateway:** Triggers provisioning workflows from ServiceNow requests.
- ▶ **AWS Organizations:** Centralized multi-account management and monitoring.
- ▶ **Amazon WorkSpaces:** Automates provisioning and monitoring of virtual desktops.
- ▶ **AWS IAM:** Secures cross-account roles and policies for AWS-Datadog integration.

Business Impact

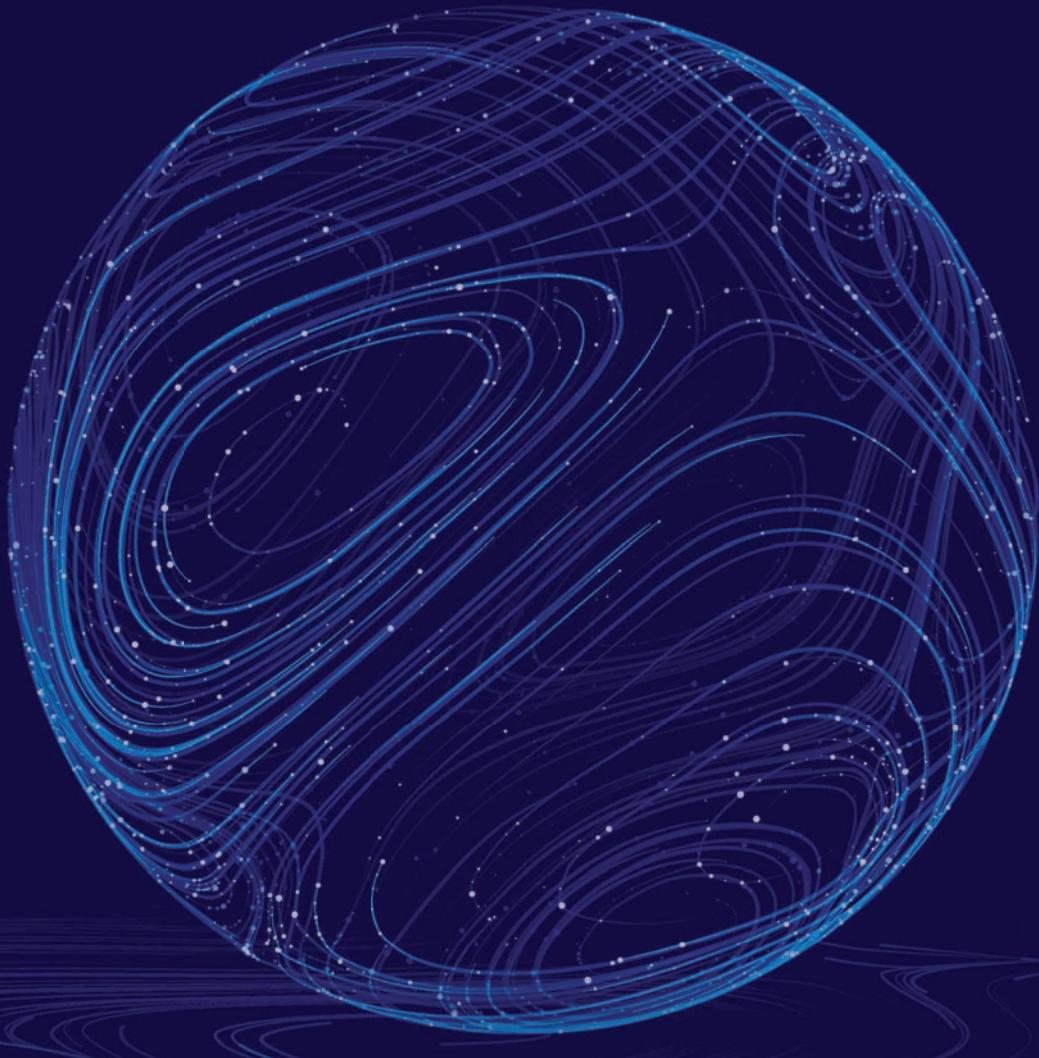
Manual work and deployment time reduced by over 60%.

Real-time insights and faster issue resolution.

Rapid onboarding of new workloads, including Files.com and Django applications.

Scalable and secure foundation supporting growth and third-party integrations.

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INCEDO 2023

About Incedo

Incedo is a global AI and data transformation specialist empowering companies to realize sustainable business impact from their digital investments by delivering ROI from AI@Scale.

As a long-term partner for strategy to execution, we operate at the intersection of business and technology. Our integrated services and platforms are built on the foundation of AI & Data, digital engineering, and operations transformation, bringing deep domain expertise and full stack capabilities together.

With over 4,000 people in the US, Canada, Latin America and India and a large, diverse portfolio of Fortune 500 enterprises and fast-growing clients worldwide, we work across banking & payments, wealth management, telecom, hi-tech and life sciences.

9+

Fortune 500
Customers

10+

Global
Locations

4k+

Employees
Globally

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