incedo

Automated AWS resource provisioning for a US-based biopharmaceutical company

Key Challenges

- Existing pipeline supported only AWS resource provisioning, limiting integration with external resources such as Files.com and application deployments

- Manual collection of AWS metrics and events across multiple accounts led to operational delays

- Lack of automated monitoring for Workspace provisioning logs decreased visibility and delayed issue resolution

Business Solution

- Enhanced the DevOps pipeline to support AWS resource provisioning (Workspaces, S3, EC2) across multiple accounts

- Integrated ServiceNow to trigger API Gateway and Step Functions for user-initiated provisioning

- Implemented event-driven Lambda functions for pre-provisioning validations and automation

- Automated Datadog integration to enable centralized monitoring across accounts

Business Impact

Improved tracking for users and admins, accelerating the provisioning process

Streamlined the DevOps pipeline for Files.com and Django deployments

Enabled automated monitoring of Workspace provisioning logs

Get in Touch

Follow us on:

R/25/06/2025