

YMCA of Singapore

Cloud migration and improved IT resilience supports YMCA of Singapore's mission

The customer

A social service agency that creates positive change through community programs.

YMCA of Singapore is a social service agency that serves all members of the community through programs, services and enterprises. Established in 1902, the organization has made significant contributions to the local social service sector in Singapore.

Among their various initiatives throughout the years, YMCA of Singapore has actively supported the promotion of sports, including opening the first public swimming pool in the city state, as well as constructing tennis, basketball and volleyball facilities. Additionally, YMCA of Singapore collaborates closely with government agencies to empower and develop skills for students and youth across the country. The organization also runs YMCA@ One Orchard, a city hotel which provides employment and vocational training for persons with special needs.



Challenges

- Limited IT resources to support business activities and growth
- Poor application performance and reduced uptime due to ageing hardware
- License inefficiencies

Solutions

- Lumen Cloud Application Manager
- Lumen Cloud Consulting, Migration and Managed Services
- Lumen Managed Endpoint Detection & Response Service
- Lumen Security Log Monitoring

“ It was very important for us to work with a single-source provider that would prioritize and successfully address the requirements of an organization of our size, as much as they would for a large multinational. Lumen’s ‘think global, act local’ approach gave us increased confidence in the whole process.”

— Leong Peng Mun
Head, IT and Building Services
YMCA of Singapore

Results

- Cloud deployment has increased application reliability and responsiveness.
- Automated delivery of infrastructure, applications and services.
- Scaled cybersecurity support and resource through Lumen 24x7 SOC Services
- Improved operational efficiency and agility through Lumen Managed Services, allowing internal IT to focus upon business requirements
- Optimized Microsoft license costs using Azure Hybrid Use Benefit (AHUB)

“It was imperative to remove this burden from our IT team and so we were seeking an experienced service provider to manage our transition to the cloud efficiently”

— Leong Peng Mun

Head, IT and Building Services
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The challenge

Accelerating cloud migration to boost application performance and availability.

Due to a very lean IT team and ageing infrastructure, the organization looked to adopting cloud to address efficiency challenges and harness new capabilities. Other key areas of focus were to reduce system downtime and rectify poor infrastructure and application performance.

“These underlying IT challenges for our small team meant that valuable time and resources were spent on frequently fixing recurring system issues due to ageing hardware,” said Leong Peng Mun, Head, IT and Building Services, YMCA of Singapore.

Mr. Leong added that a strong security posture was also a critical priority as modern cyberthreats continue to grow in sophistication. “Any disruption to our systems would negatively impact the deployment of our volunteer teams and coordination amongst our many programs. As such, we simultaneously looked for a vendor that could proactively strengthen our cybersecurity safeguards and assist us with adopting modern-day best practices for our organization.”

The solution

Transforming to cloud for greater scale and resiliency

YMCA of Singapore’s cloud journey began with a specialist Lumen team embedded within the organization to perform a Total Cost of Ownership (TCO) analysis and rightsizing exercise. This helped the solution architects gain a deep understanding of the business requirements

and IT transformation priorities. “The customer provided essential inputs to aid us in their infrastructure design goals, as well as in optimizing their future cloud environment” said Ignatius Wong, Director Product Management, Hybrid Cloud and IT Solutions, Lumen Asia Pacific.

As part of the collaborative process, the Lumen team created an appraisal using Microsoft® Azure Migrate tools to assess readiness and impacts of migrating YMCA of Singapore’s on-premises servers to the cloud. This included collecting data on existing workloads, evaluation of application dependencies, and identifying necessary application changes to facilitate the move to a public cloud environment. “What really stood out for me was the level of attention and expertise provided to us by the Lumen team for a tailored solution,” said Mr. Leong.

The ‘lift and shift’ migration to Microsoft Azure consisted of multiple solution components, including Lumen’s cloud orchestration engine, Cloud Application Manager (CAM), Cloud Consulting, Migration and Managed Services. “When designing an optimal solution for our customer, understanding their technical requirements is fundamental,” Wong explains. “But equally important is knowing the full contextual analysis of the applications and infrastructure, including examination of user consumption patterns and current utilization of software licenses”.

Finally, in the course of standing the new cloud environment, Lumen’s Security Advisory Consultant provided recommendations to enhance YMCA of Singapore’s cybersecurity practices and deployed Managed Endpoint Detection & Response (MEDR) and Security Log Monitoring (SLM) solutions.

The benefits

Resiliency and room for growth

The move to a cloud platform has enabled the organisation to focus upon their workstream processes, business outcomes, and service offerings. “Moving to cloud has offered us the IT stability required to run an efficient organization, while keeping pace with our IT transformation goals” said Mr. Leong. “Workloads and applications were immediately more responsive and performed better in their new environment, and we also experienced added benefits of higher network performance”, he added.

Mr. Leong pointed out that a public cloud operating model has also eliminated the need for system issues to be resolved on-site, a significant advantage during a time when remote working is encouraged, or even mandated, due to government regulations.

With the CAM solution acting as a single pane of glass for YMCA of Singapore’s cloud infrastructure, billing has been consolidated and license usage has been optimized.

Furthermore, system monitoring has been integrated with Lumen’s 24/7 Security Operations Centers (SOCs) which provides them round-the-clock threat detection and response control.

“Through a successful vendor partnership, YMCA of Singapore has been able to effectively scale from a lean IT team to one that to all intents and purposes consists of over 200 cloud, network, and cybersecurity experts,” highlighted Mr. Wong. “This means that our customer benefits from Microsoft-backed Lumen services and can trust us to resolve their issues holistically and quickly, negating any disruptions to their business.”

