Customer success story

Oxford University Press speeds digital push

By partnering with Cognizant and AWS to enhance digital transformation, the university press saved £1.7M, improved performance, and met its sustainability goals.

Customer challenge

Like many educational organizations, Oxford University Press (OUP), the largest university press in the world, faced challenges transitioning to a remote working environment. OUP wanted to enhance the digital transformation programs in place across its organization to deliver a better global customer experience—and decrease its multi-cloud spending. It sought a unified view of critical applications and performance, and it also wanted to address cloud infrastructure challenges such as high costs and oversizing. OUP engaged Cognizant and AWS to meet its goals of sustainably accelerating its digital transformation program and driving better user experiences with optimized customer-facing applications.

AWS + Cognizant solution description

Cognizant conducted a comprehensive investigation and evaluation of tools already in use, and then created a roadmap for an enterprise-wide strategy for observability and availability. We developed an innovative solution that integrated multiple monitoring tools and critical application logs. Equally important, the solution provided a unified single pane of glass (dashboard) so the company could easily see the status of business services in portfolios within the organization.

In addition, our AWS cloud optimization methodology provided a structured framework for cloud cost management. We provided guidance not only for the company's operations but also for its architecture, governance, application development, and financial operations (FinOps) functions. Using this structured approach, we set priorities, involved key stakeholders, and determined the organizational changes required to develop, maintain, and run FinOps for OUP's entire cloud estate. We also performed an AppDynamics gap analysis across the customer landscape to ensure end-to-end coverage.

Outcomes/results

Driving maximum value from technology investments

OUP realized a host of business benefits from the digital push. It improved time to market, minimized downtime, and gained a unified view of critical apps and performance across its digital landscape. Its teams now proactively analyze business trends and act before incidents happen. As a result, it has increased operations productivity, and the optimization of application performance management tools and cloud spend saved £1.7M. The increased efficiency also helped OUP reduce its global carbon footprint and achieve its sustainability goals.

- **£1.05M** - total costs saved on multi-cloud
- **£277K** - saved with observability tool consolidation
- **£238K** - saved with availability solution consolidation

About the partner

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. We engineer modern businesses to improve everyday life. Our unique industry-based, consultative approach helps clients transform technology, re-imagine processes and transform experiences ensuring businesses remain agile, relevant and ready to run more innovative and efficient enterprises.

With AWS as our partner, we focus on the outcomes that matter most to businesses and underpin our solutions with deep industry experience and market-leading IP. Cognizant brings more than 13,000 AWS-certified professionals, dedicated AWS-certified consultants in 43 countries, hundreds of customer launches and successes, and more than 70 transformational blueprints to drive innovation beyond cloud migration.

As a premier consulting partner, Cognizant holds numerous AWS competencies, including AWS Mainframe Migration, AWS SAP, AWS Migration, AWS Financial Services, AWS Healthcare, and AWS Life Sciences. Partner programs include AWS Well Architected, AWS Managed Service Provider, AWS Marketplace Seller, AWS Solution Provider Program, and AWS Public Sector Solution Provider.

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