

# Red River Managed Services Supports Comcate's Migration to AWS GovCloud



## CHALLENGE

Comcate is an organization that provides code enforcement software to Public Agencies across the country. In 2020, Comcate was looking to grow their business and capabilities while meeting the expanding compliance requirements of their customers. While they have been a long-time user of AWS's Commercial Cloud, executives and engineers decided migrating to AWS GovCloud was the best move for the organization. Comcate was also looking for a provider to manage their AWS environment so they could focus on managing applications and customers. Red River was eventually contracted to assist with the AWS GovCloud migration.



## SOLUTION

### Migration

To ensure an organized, secure and successful migration, Red River divided the work into two phases. In phase one, Red River focused on designing and implementing a secure and scalable environment to meet the current and future needs of Comcate's applications. Red River used AWS CloudFormation templates to create and deploy Comcate's entire infrastructure. This would allow the team to create a working model of the GovCloud infrastructure as code. By using CloudFormation, the team was able to incorporate third-party resources and services, monitor version updates and manage the entire project throughout its lifecycle.

Red River also leveraged AWS Systems Manager Parameter Store for secure storage of Comcate's IP addresses, AMI, key, passwords, etc. Separating parameters from the CloudFormation templates made them more manageable and easier to update after the migration. With the assets and applications successfully moved into the new GovCloud environment, the project was passed to our Managed Services to provide continued support.

## Managed Services

In phase two of the project, Red River offered up continued maintenance and support with our Managed Services. By leveraging Red Rivers robust Managed Services, Comcate gained greater visibility over the cloud environment to both identify vulnerabilities and remediate security threats. These Managed Services capabilities included:

- Weekly Check Point Calls
- Deploying Red River's Cloud Checker - our monitoring platform
- Using AWS Security Center
- Managing traffic and monitoring for any anomalies and vulnerabilities
- Recording and reporting of traffic trends to Comcate through Executive Business Reviews (EBR)
- 24X7 NOC Support
- Adoption of Red Connect (budget and ticketing)

Our Managed Services teams continue to take proactive measures to ensure the health and security of Comcate's AWS GovCloud environment.



## RESULTS

Throughout planning, deployment and management of the AWS GovCloud migration, Red River worked closely with Comcate to complete the initial project quickly and with minimal interruption to their daily operations. Since moving to the GovCloud environment, Comcate has been able to expand their business to serve more agencies that require GovCloud compliance. Along with compliance benefits, AWS GovCloud can more easily scale with their growing business. This new environment provides all the benefits of cloud computing with the added security, scalability and automation.

The benefits of our Managed Services are just as dramatic as the initial migration. Comcate now has a greater level of visibility and control to protect both their network and their customer's data. Whether it is updating the Comcate team on concerning trends observed by our monitoring tool or answer daily tickets requests, our MS team is constantly updating and providing recommendations to improve the health of their cloud infrastructure.

Red River remains a trusted advisor for Comcate and we hope to continue to grow this partnership through our extensive technology expertise and professional service.

Red River

### ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing 25 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

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