Re(AI)magining™
Industries: Real-World Success Stories

Persistent | AWS

With more than 12 years as a partner of Amazon Web Services (AWS), Persistent is uniquely positioned to help clients unleash business potential through the power of the cloud. With six competencies, four service validations, and more than 1,450+ AWS certifications, Persistent is an AWS Premier Tier Partner that brings unmatched expertise, skills and thought leadership to clients' AWS-powered digital transformations.

Persistent is also recognized as **a Challenger for the second time in a row in the 2024 Gartner® Magic Quadrant™ for Public Cloud IT Transformation Services**. We are named **a Leader in AWS Professional Services and a Rising Star in AWS Data Analytics, AI & ML by ISG in its 2024 Provider Lens™ US Report on AWS Ecosystem Partners**.

From this year onwards, Persistent plans to deepen its AWS partnership to accelerate Generative AI initiatives, with a special focus on AWS Generative AI services such as Amazon Bedrock, Amazon Q, Amazon Sagemaker and CodeWhisperer's enterprise adoption. As an early adopter of CodeWhisperer and other aforementioned AWS Generative AI services, Persistent collaborated with the AWS go-to-market team to create demos and fast-track sessions tailored to the needs of our enterprise clients. Moreover, our in-house IPs and accelerators reduce technical debt for our clients with streamlined cloud migration and modernization of business-critical applications. We continue to draw on our data analytics expertise to co-create bespoke AI / ML solutions that help our clients leverage new cloud capabilities at speed and scale.

This document provides examples of how we design, build, and manage cloud-based solutions on AWS for our global clients, unlocking new business models, modernizing infrastructure, increasing business agility, and accelerating time to value.

persistent.com/aws →

Sports Tech Pioneer Modernizes its Performance Insights Platform with AWS

A California-based company that provides motion analysis and performance insights for athletes.

Consumer Tech

The Challenge

The client was looking for a way to more efficiently utilize its AWS services, including enhanced cost control for AWS S3 storage. Moreover, infrastructure for its motion analysis application needed to be automated to facilitate a seamless release of new platform features, as there was no proper infrastructure change management process to provision AWS infrastructure for product development and enhancements.

The client also required support coverage beyond normal business hours and weekends without additional costs. Operations were impacted due to patchy monitoring and ticket resolution because the client did not have a follow-the-sun support mechanism.

The Solution

Persistent used a two-stream approach to develop the next-generation version of the client's performance insights application. We collaborated with the client to modernize the application and focused on Site Reliability Engineering (SRE) to handle operational issues with either the app or the AWS infrastructure.

We utilized an Infrastructure-as-Code (IaC) end-to-end pipeline to provision infrastructure and securely release infrastructure code. Additionally, we implemented L1, L2, and L3 24/7 on-call rotation for both application and infrastructure support. Offshore on-desk support was available 24/5, with on-call support on weekends.

For end-to-end monitoring, not just of the application and infrastructure but also of security and compliance analysis data, we leveraged AWS CloudTrail for operational auditing, AWS Config for resource inventory, configuration history, and configuration change notification, backup and restore, and certificate management.

The Outcome

Client achieved a $150,000 annual optimization in cloud costs, allowing for more efficient resource allocation. Additionally, proactive measures in network security reduced production vulnerabilities, while streamlined processes brought incidents and code bugs to near zero, ensuring a high level of system reliability.

AWS | AWS Code Pipeline | Checkov | Terraform

AWS CloudWatch | AWS Config | AWS Cloudtrail

Persistent

Price Signage Provider Enables Real-Time Display Updates with AWS IoT

Our client is a leading provider of LED signages to fuel brands, marketers, and dealers in North America, Canada, and Mexico. With over 30,000 signages, the client helps its customers maximize profits and brand visibility through customized solutions.

Software & Hi-Tech

The Challenge

Price signages used by fuel brands are typically tied to the point of sale, in proximity to fuel stations. However, to attract customers and boost brand recognition, fuel brands also leverage price signages along the highway, several miles ahead of the fuel station. The client wanted to offer a solution that allows dynamic updates to these price signages away from the point of sale. This requires integration with an Internet of Things (IoT)-based ecosystem that supports faster display updates.

The client turned to Persistent to help operationalize an IoT-based price signage solution that allows real-time price updates on signage away from the point of sale. The client also wanted to collect diagnostic data from edge devices and analyze it for predictive maintenance to ensure sustained high-quality service to its customers.

The Solution

With more than three decades of experience in data analytics and a strong partnership with leading cloud service providers, Persistent recommended AWS IoT to ground the client's IoT project. As an AWS Premier Tier Partner, Persistent has a front-row view of AWS' IoT capabilities, which, coupled with our expertise in customer industrial IoT, ensured rapid development and deployment of a cloud-first IoT solution.
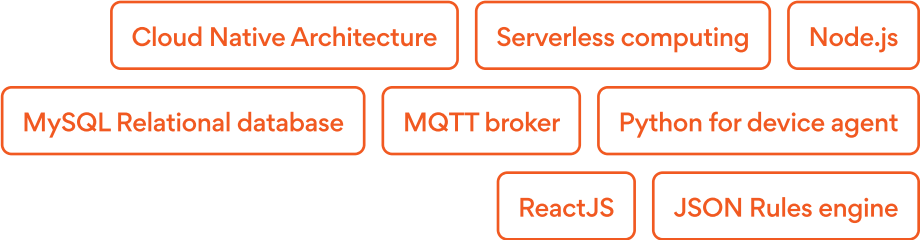
Our AWS-native solution architecture comprises industry-standard edge computing devices coupled with complementary AWS services such as AWS IoT Core, AWS CloudFront, and AWS CloudWatch. The solution leverages a serverless architecture to ensure dynamic updates. With the MQTT protocol, the solution enables the client's customers to push over-the-air updates across multiple signages.

We have also enabled a centralized device lifecycle management solution powered by AWS for the client. Equipped with an alarm model with externalized rules, it allows the client to update edge devices without code changes. This enhances the system's adaptability and efficiency, ensuring it can evolve with the client's needs.

The Outcome

Persistent delivered a dynamic pricing system, allowing the client's customers to update price signages in real time that are farther away from the point of sale. The IoT-powered solution also provides predictive maintenance capabilities for continuous, high-quality service. The client enhanced its brand recall, which led to higher revenues, with updated technology and operational autonomy.

Cloud Native Architecture   Serverless computing   Node.js

MySQL Relational database   MQTT broker   Python for device agent

ReactJS   JSON Rules engine

Global Media Intelligence Provider Optimizes Operations by Transforming Legacy Infrastructure to Next-Gen Cloud Platform

The client is a global media intelligence provider with over 1,500 employees across 18 international offices. The organization brings together technology, insights and expertise in media monitoring, measurement and PR workflow management. The client helps over 13,000 PR and communications clients to prove and improve their value and manage their brand reputation.

Software & Hi-Tech

The Challenge

The media intelligence company was formed by the merger of three legacy industry-leading businesses by US private equity firm Symphony Technology Group (STG). After the merger, one of the first priorities was to meet an IT Transitional Service Agreement (TSA), separating the legacy reputation intelligence part of the business from its former parent company within 12 months.

This required establishing a next-generation scalable, reliable and secure greenfield IT infrastructure and achieving a smooth transition with zero business disruption. The client wanted a flexible architectural model that would support platform transformation through modern infrastructure services to migrate workloads to the new architecture. The aim was to create a globally harmonized infrastructure model to enable scale, reduce operational expenses and accelerate time to market.

The Solution

Persistent took complete ownership of IT transformation, transition and collaboration with stakeholders and leveraged a network of technology partners to assess, architect, design, build and implement greenfield IT infrastructure.

Persistent proposed a multi-phase data center transformation approach including design, migration and operations phases across each of the technology domain towers. The team also set up service towers to support five key service areas — hybrid and multi-cloud, security, end user computing, service desk, and eNOC.

To ensure business scalability and agility, Persistent helped the client to transition towards a cloud environment with greater flexibility without the limitations or management of a traditional IT infrastructure. Adopting an infrastructure approach with 80% on premise and 20% cloud, Persistent migrated workloads from five source datacenters to modern datacenter infrastructure.

Persistent used various tools including Zerto, Acronis and Vembu for on-premise to COLO workload migration and Zerto for a disaster recovery replication and recommended several others for deployment, monitoring and backup. A rich partner network comprising Microsoft, AWS and Redstor was also leveraged for desktop modernization, cloud infrastructure and backup.
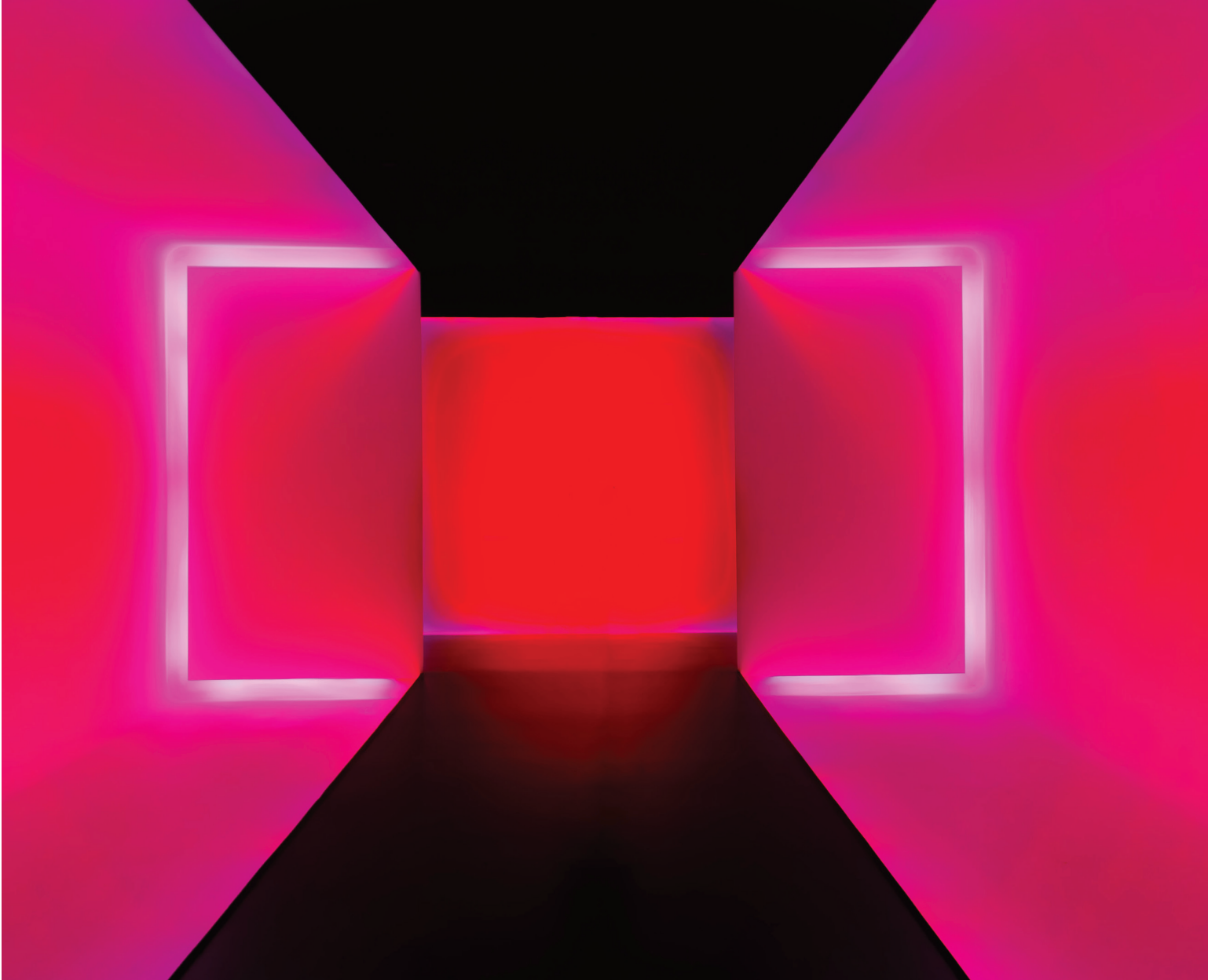
The Outcome

Persistent was able to bring an "IT in a box" model to enable scale and help the media intelligence company become self-sustaining and meet market demands rapidly. Persistent has helped them not only scale and have access to talent but ultimately to build a future-based architecture in the cloud by harnessing the best of cloud capabilities.

Over the next five years, Persistent will help the client complete the TSA exit and evaluate, select and procure the right platforms, tools and infrastructure to deliver and run next generation infrastructure.

SummitAI | Leaseweb | AWS Workspace | Intune | Logic Monitor | Microsoft Endpoint Manager

SCCM | Windows Autopilot | Microsoft Azure | AWS | Redstor | Microsoft365

Persistent

Enterprise Expense Management Service Provider to Optimize Cloud Costs by 20% with Right Sizing

The client provides an enterprise platform for managing orders, invoices, inventory, and expenses related to telecommunications, mobile technology, cloud computing, IoT, and 5G technology.

Software & Hi-Tech

The Solution

The client turned to Persistent to craft a FinOps strategy that could help it save costs and optimally utilize cloud resources with minimal impact on operations. Persistent's FinOps experts created a tailored roadmap and worked with the client's development teams as enablers to embed FinOps best practices.

Leveraging Persistent Intelligent Operations Framework 2.0 (PiOps 2.0), we helped the client standardize infrastructure provisioning with guardrails and processes backed by best-in-class monitoring tools to bring visibility into utilization and unit costs. This helped the client adopt a metric-based approach to assess resource utilization, categorizing commissioned cloud resources as tagged, right-sized, idle resources, and orphaned. This gave the client visibility into cloud expenditures and allowed it to allocate costs to the right cost centers (i.e., provisioning teams, and business units).

Our recommendations for optimized cloud resources were based on a detailed analysis of the client's business requirements, resulting in quin wins.

The Outcome

The client saved 20% in cloud costs year-to-date, with annual projections reaching $110,000. With increased cost visibility, the client can now effectively monitor 30% of its key performance indicators, enabling data-driven decisions on cloud resource provisioning.

The Challenge

The client had an expansive cloud landscape hosted on AWS, which was managed manually and lacked standardization in infrastructure provisioning. Different teams had set up different environments, spinning multiple resources and leaving them running when not in use. This led to duplicity and poor cloud hygiene, arising from a lack of visibility into cloud operations and resource utilization. The client struggled with escalating cloud costs, undermining its move to the cloud for streamlined operations and expenses.

Multi-location on-prem DC | AWS | Orange Cloud | OCI | VMWare

Rubrik | SummitAI | Amazon Connect | LogicMonitor | CloudOps

Persistent   All Rights Reserved © 2024

Using Persistent Data Connector Factory to Ensure Interoperability and Accelerate Time-To-Market for Leading Fully Managed Integration Service

The client is a leading public cloud service provider that offers highly scalable, reliable and cost-effective infrastructure support to millions of businesses across industries in 190 countries.

Software & Hi-Tech

The Challenge

The increased reliance on digital technologies requires seamless integration between a growing number of ecosystem providers. Lack of out-of-the-box integration slows onboarding and adoption, leading to a loss of market share and competitiveness.

To grow market share, the client required a fully managed integration service that enables secure data transfer between multiple third-party Software-as-a-Service (SaaS) applications, such as Salesforce and Slack. With an increasing number of new features and SaaS applications, it was challenging to design, build, certify and maintain connectors. Since this effort was not a core focus, the client required a partner with an established model that could help them efficiently provide comprehensive data connectivity support.

The Solution

Nurturing a 9-year relationship with the client, Persistent has been a trusted provider of software product engineering services. Persistent leveraged its proprietary Persistent Data Connector Factory model to design, build, certify and maintain over 75 connectors and provide testing and support over a year-long engagement. Persistent brought a connectivity framework, pre-built connectivity adapters, a robust test automation framework and interoperability certification lab.

By utilizing the existing platform capabilities, Persistent built Java and Python-based connectors using provider connector SDK to support production and launch activities.

Persistent's comprehensive connector lab with automated test suites and test data ensured performance guarantee for connector codes. With white box and regression testing, Persistent helped the client to enhance quality and optimize defect tracking, resolution and traceability.

The Outcome

The development and maintenance of data connectors is a time-consuming and non-core task for many software providers. It requires resources, slows product development and can become a limiting factor for innovation.

With Persistent's support, the client was able to onboard customers faster — in weeks instead of months. The expanded software interoperability enabled the client to enhance competitive advantage by freeing resources for important tasks like new feature development and R&D. Overall, the Connector Factory model allowed the client to accelerate time-to-market by up to 60% compared to an in-house approach. Additionally, Persistent's ability to maintain existing connectors at scale removed the burden of tracking product updates and new features among third-party SaaS players.

AWS

Persistent

Louisiana Non-Profit to Save 5X Server Spend and 10X Storage Spend with AWS

Our client, a statewide non-profit organization, promotes the health and well-being of all Louisianans. Founded in 1997, the organization employs more than 100 workers throughout the state in all nine Louisiana Department of Health (LDH) regions.

Healthcare

The Challenge

The client operates on an aging technology infrastructure with on-premises databases and servers that are becoming increasingly costlier and unmanageable. To meet its customers' evolving needs, the client wants to modernize its operations with an agile, secure, reliable, and scalable technology architecture. As a non-profit organization, the client needs to rein in operational spending and bring in efficiency and speed.

The Solution

The client onboarded Persistent to provide advisory services, assess its current infrastructure, and conceptualize a target-state architecture to modernize its technology stack. Within scope were 170 servers, 54 application servers, and five database servers. This would provide visibility into the organization's current landscape and operational inefficiencies. Our experts recommended migrating the on-premises data centers and servers to Amazon Web Services (AWS) to rein in costs associated with infrastructure management and on-ground headcount.

We worked with the client to identify business requirements and conducted workshops to understand current gaps in its resource utilization capabilities. We discovered that 27% of its on-premises servers were used less than 20% of the time, and 64% had less than 20% CPU utilization.

The underutilization of resources led to cost overhead and high manual efforts to manage the on-premises infrastructure.

For Windows Workloads, we projected costs for the client utilizing the AWS Optimization and Licensing Assessment framework (OLA), which offers a detailed assessment of on-premises infrastructure and licenses for a cost-effective setup. Our AWS experts found the projected on-cloud cost to be five times lower for cloud-hosted servers (from $250,000 to $50,000) and ten times lower for storage (from $160,000 to $16,000), without factoring in the licensing costs.

The proposed AWS infrastructure will be auto-managed, ensuring resources are optimally provisioned and utilized. This will also eliminate the client's manual effort to manage its on-premises infrastructure.

The Outcome

Persistent's analysis reveals AWS can help the client achieve a fivefold reduction in server spending and a tenfold reduction in storage expenses, contributing to an overall 30% reduction in total cost of ownership. It can also help improve developer productivity by 29%, while accelerating the go-to-market timelines for new features by 43%. Shifting to AWS will bolster operational resilience, with a projected 69% reduction in unplanned downtime and a 50% reduction in monthly critical incidents.

AWS | RDS | AWS EMR | Azure AD | AWS Workspaces | AWS Transfer Family (SFTP)

Persistent

Global Medical Technology Company Optimizes $150,000 in Annual Cloud Spend with AWS Well-Architected Framework

Our client is a 160+-year-old portfolio medical technology business focused on repairing, regenerating, and replacing soft and hard tissue.

Healthcare

The Challenge

The client had an extensive AWS landscape with Persistent as the infrastructure management team. We were responsible for provisioning and managing the client's AWS environment, such as creating virtual private clouds, using Terraform for infrastructure as code, and building compliance with applicable laws and regulations, primarily HIPAA.

A third-party vendor developed the client's applications, and due to poor cloud hygiene, there were issues with lapsed licenses, security, and cost overheads. The client also lacked operational resilience, with poor performance, security, and disaster recovery mechanisms.

The client commissioned Persistent to help it align with the AWS Well-Architected Framework, which would help it streamline operations in the cloud and build secure, cost-effective, and high-performing applications.

The Solution

Persistent holds a competency for AWS Well-Architected Framework, and being embedded in the client's AWS infrastructure, we were uniquely positioned to deliver quick value to the client. We prioritized three of the 12 pillars under the program – cost optimization, security, and operational excellence. We started by setting up workshops with the client's development team and AWS to understand the requirements and tasks under each pillar.

We worked on the security pillar first. We set up guidelines for disaster recovery and rearchitected the AWS environment to comply with AWS Security Hub rules. We created utilities to automate identifying and remediating non-compliant rules and resources to ensure a consistent, high-scoring security posture. We enforced restrictive permissions for external entities to cloud-hosted resources or files to ensure authorized access. To further preempt a security breach, we actively monitored the older credentials and access policies of AWS resources. We also embedded automated mechanisms to ensure data remains protected in transit and at rest.

For the operational excellence pillar, we built monitoring and reporting mechanisms that give a unified view of the health of the client's AWS environment. It helps the client monitor usage and right-size the deployed resources as per usage needs, helping it deliver high-performing, reliable, and available applications.

We also automated the right-sizing and scaling of the AWS infrastructure to reduce operational costs and rein in wastage.

The Outcome

With AWS Well-Architected Framework, the client optimized $150,000 in annual cloud spending, while ensuring a robust security posture with a high AWS Security Hub score. Additionally, its commitment to operational excellence resulted in 100% application availability, delivering consistent application performance and reliability.

AWS   Terraform

Terragrunt   Gitlab CI

Persistent

Healthcare Company Reduces Annual Operating Costs from $2 Million to $200k With an AWS-Powered Architecture

The client revolutionizes employee benefits with cloud-based technology and compassionate service. They provide intuitive, personalized online enrollment, decision support, compliance reporting, and engagement solutions to millions worldwide.

Healthcare

The Challenge

The client is a leading benefit and healthcare administration management system provider. The company's current IRS integration product was a costly, subscription-based commercial-off-the-shelf (COTS) solution with limited customization options to cater to specific needs. Consequently, the product only allowed the client to make data available without any mechanism for data validation, thereby compromising financial data security. Additionally, the application and infrastructure scaling features are rigid, which creates challenges during off-seasons.
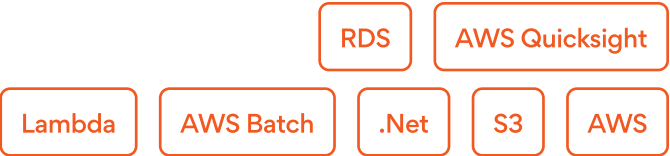
The Solution

Persistent designed a scalable and flexible solution based on a lightweight, cloud-native architecture that requires minimal operational overhead. We implemented additional data clean-up and validation processes to reduce the overall processing time of benefits data for filing 1094-B and 1094-C forms with the IRS. We also developed a centralized dashboard to track the entire flow of filing transactions, enabling the client to monitor users' financial data access, movement, and filing status. Moreover, we established and configured DevSecOps pipelines for non-existent continuous integration and deployment processes, resulting in faster turnaround times.

The Outcome

Our solution produced a 90% cost reduction from the previous one — from $2 million annually to less than $200K utilizing a cloud-native architecture, eliminating the cost of COTS software & required servers. In addition, the client has enhanced security and control for sensitive customer data and will enable the client to implement additional integrations for state-specific filings.

RDS AWS Quicksight

Lambda AWS Batch .Net S3 AWS

Persistent

Global Life Sciences Leader Gains Actionable Data Insights from Multiple Erps with an AWS-Powered Data Lake

The client is a world leader in life sciences solutions and laboratory instruments, operating across 65 worldwide locations. The organization has a rich history of acquisitions — both larger and small — and has experienced recent hypergrowth due to increasing demand during the recent global pandemic.

Healthcare

The Challenge

The client had limited access to data generated from 20+ ERP systems and stored across silos. With limited analytics capabilities, they found it challenging to manage this data and were increasingly unable to generate insights due to fragmentation.

They also required help to ensure data security with efficient access control. With an inadequate Change Data Capture process, they couldn't identify and capture changes made to data which led to significant potential gaps.

The Solution

The client commissioned Persistent to build a robust data lake using various AWS components. Persistent set up a data ingestion pipeline. It was a critical first step toward creating the data lake by collecting structured and unstructured data from several sources and systems across the organization. It seamlessly transferred multiple data types from 20+ ERP systems to the data lake built on Amazon Simple Storage Service (Amazon S3).

To assist the client in processing data at scale, Persistent designed a framework deploying AWS Lambda. Implementing this serverless, event-driven computing service was essential to enable the client with powerful machine learning insights. Additionally, with Amazon EMR, Persistent executed Apache Spark, an opensource unified analytics engine to run and manage big data workloads.

Necessary arrangements were made to implement data security best practices using AWS-followed AES-256, an advanced encryption standard. Plus, the client needed to provide system access rights only to the intended user to further consolidate data security. For this, Persistent implemented role-based access control with AWS Identity and Access Management roles and policies.

Persistent provided the right technology support to the life sciences organization to store, process and analyze data in a central repository with a cost-effective, secure and scalable data lake.

The Outcome

The data lake has helped the client effectively and rapidly consolidate data from over 20+ ERP systems. Their analysts now have flexible and easy access to all their data stored in a centralized location. Most importantly, this AWS-powered, cloud-based data lake allows them to gain actionable insights to make data-driven decisions cost-effectively.

AWS — Data Lake

Persistent

Us-Based Pharmaceutical And Clinical Research Leader Saves Time and Costs Developing new Medicines with AWS-Powered Data Insights

For nearly 35 years this US-based pharmaceutical and clinical research leader has been developing life-transforming medicines for people with serious ailments.

Healthcare

The Challenge

Clinical trial data is traditionally scattered across institutions and poorly integrated. In order to speed approvals for life-saving medicines, this client was seeking to access critical data from over 200+ studies and trial programs while cost-effectively standardizing all the data scattered across institutional silos. The ultimate objective was to bring advanced analytics and AI capabilities across an aggregated data set.

The Solution

Persistent chose to leverage the capabilities of AWS to create a robust data lake for clinical research.

Several AWS-managed services were used to ingest, process, store and analyze the client's structured and unstructured data. The solution was instrumental in creating a secure, flexible and cost-effective data lake for the client.

It was essential to deploy the right AWS architecture with data ingestion capabilities to move an extensive volume of data to the cloud. Persistent streamlined the entire process to ingest multiple data types quickly and easily from the source system into the client's data lake built on Amazon Simple Storage Service (Amazon S3).

Using AWS Database Migration Service (AWS DMS) enabled Persistent to ensure that all the data integration from various external sources was readily available for researchers and scientists to perform ad-hoc analysis. Persistent used AWS Athena and RedShift spectrum services and developed an advanced analytics platform. This approach proved to be an easy, secure and cost-effective way to integrate the existing research data lake and advanced analytics data mart.

By deploying a visual data preparation tool, Persistent provided clean data for analytics and machine learning purposes. Similarly, fully managed EMR (Elastic Map Reduce) services/jobs enabled the client to categorize and move data reliably between multiple data stores / streams.
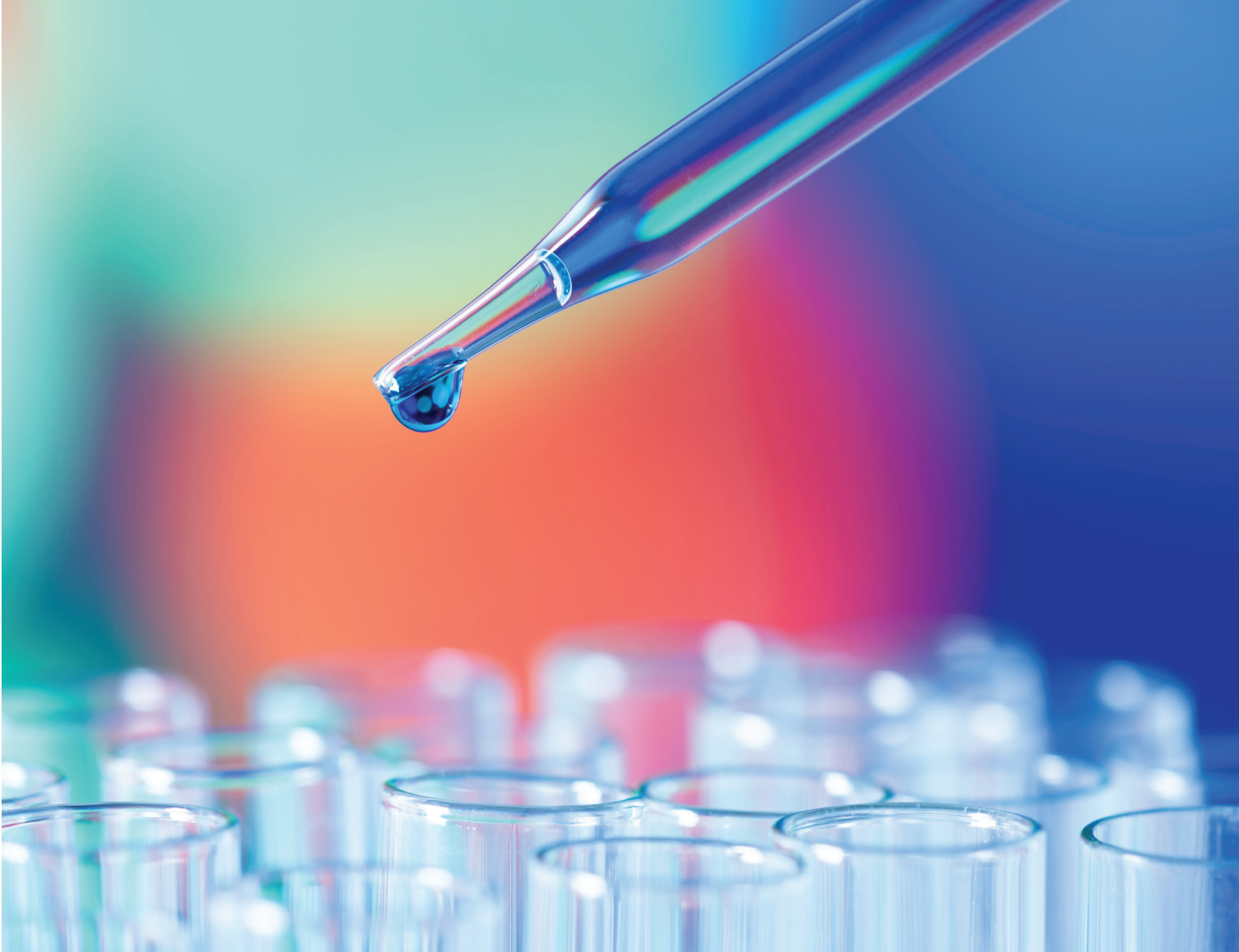
The Outcome

With a robust data lake and the data mart, the client can now locate 20% - 30% of earlier missing data. With all data available on AWS cloud, its scientists now have access to ready-to-use data and can share all critical data from research and trial programs.

It has enabled the client to make informed and faster decisions while developing new medicines while ensuring significant time and cost savings.

AWS | Apache Airflow | Nifi | Apache Spark | Python

Git | Jenkins | AWS Redshift | AWS Glue | S3 Bucket | Parquet

Persistent

Multi-Cloud Pivot Reduces TCO by 35% for Large Publicly Listed Claims Management Provider

With operations in more than 70 countries, the client is a leading global provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive network of over 9,000 employees.

Banking

The Challenge

With distributed workforce and global operations, client's applications hosted on on-prem datacenter faced accessibility, performance, and security issues. The client had also grown thru acquisitions adding to its already vast IT landscape, making its management complicated, costly, and unwieldy.

Autonomy given to business units allowed them to leverage cloud service providers like AWS and Azure. However, the lack of cloud best practices led to poor cloud hygiene, cost overruns, and compromised security. Recognizing these issues, the client decided to modernize their IT infrastructure by exiting their on-premises data centers. They sought a multi-cloud strategy to support the performance, accessibility, and scalability of their growing application landscape, commissioning Persistent as their end-to-end cloud transformation partner.

The Solution

Persistent's cloud experts assessed the client's applications, IT infrastructure, and on-premises environment. We developed a migration platform or landing zone to support multi-cloud deployment of over 5 applications in scope. We set up an application migration plan consisting of discovery, data collection, migration planning and execution, cutover, and support—all managed end-to-end by Persistent's cloud experts.

Most of the client's applications were commercial-off-the-shelf; we had to analyze candidates to retire, retain, or rebuild and assess which cloud service provider (AWS or Azure) offers optimal services to run the application.

The landing zone was embedded with cloud security protocols, ensuring the applications mirrored security best practices before migrating to the target cloud environment. We also modernized tools that the client deployed to manage workloads and infrastructure in the cloud, bringing more automation and visibility into utilization to help right-size cloud resources and optimize the cloud spend.

The client's multi-cloud estate is currently managed by Persistent, where we offer infrastructure management and operations support for applications hosted on cloud environment. This ensures the client's IT stack runs smoothly for geographically distributed users and remains compliant with cloud best practices.

The Outcome

The client reduced its total cost of ownership by 35%, while enhancing security management processes and strengthening business continuity and disaster recovery procedures, resulting in improved overall resilience.

AWS   Azure   AWS Migration Service   Azure Migration Service

Terraform   AWS and Azure Advanced Networking

Global Payments Leader Saves 25% in Cloud Costs with Optimized Resource Utilization

Our US-based client is a leading global technology company in the payments industry with a mission to connect and power an inclusive, digital economy that benefits everyone, everywhere by making transactions safe, simple, smart, and accessible.

Banking

The Challenge

Due to the global scale of operations and the large number of daily transactions, our client had to deploy multiple environments across various cloud service providers for payments processing, resulting in a sprawling cloud infrastructure. The client struggled to optimally govern, manage, and operate its cloud infrastructure, owing to a lack of cloud hygiene, where teams provisioned separate environments for each instance of deploying or testing applications and kept cloud resources running even when not in use. Moreover, these cloud-hosted applications were deployed in an all-or-nothing fashion, with very little scope for modularity, further contributing to a burgeoning cost overhead, making the move to the cloud unsustainable in the current scenario .

The Solution

The client turned to Persistent to help rein in cloud operating costs with optimized resource utilization. We leveraged Persistent Intelligent Provisioning On Demand (PiPOD), our in-house infrastructure provisioning platform that layers the approach to infrastructure provisioning. It automates infrastructure provisioning, de-provisioning, and lifecycle management across leading cloud service providers such as Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP).

With PiPOD, the client can access modularized infrastructure as code pipelines, which facilitate on-demand creation or teardown of cloud environments. The client can also run a scheduler that automates cloud infrastructure provisioning with set times for infrastructure set-up and shutdown.

Our cloud experts deployed the client's applications into a common standardized infrastructure with Amazon Elastic Kubernetes Service, significantly improving cloud hygiene and resource utilization. This made the client's cloud environment highly configurable and aligned with standard optimization guidelines.

The Outcome

The client achieved a 25% reduction in cloud costs, enhanced by a tagging strategy that increased cost visibility and tracking. This approach allowed for strategic decision-making based on cost-center analysis, optimizing business value across operations.

AWS   Terraform   Jenkins   Python and Shell

Persistent

Fortune 500 Insurer Provisions Cloud Infrastructure in One Hour, Down from Three Days

Our client is one of the world's largest financial services institutions, offering individual and institutional customers a wide array of financial products and services. With operations in the United States, Asia, Europe, and Latin America, the client is recognized as a trusted brand and one of the world's most admired companies.

Banking

The Challenge

The client operated multiple AWS container clusters across applications that required its developers to attain niche container administrator competencies to manage, maintain, and operate. Since different teams were handling cluster administration, these containers were not standardized and had different governance protocols for security and compliance. This led to discrepancies and observability issues, resulting in cost and effort overhead, requiring three days to provision under-the-hood infrastructure for developers .

The Solution

Persistent adopted a platform engineering approach to provide the client with a centralized developer portal for streamlining infrastructure provisioning, embedded with standardized protocols to ensure all environments adhere to the same security, observability, and compliance benchmarks.

The portal offered the client's developers a self-service option to spin up, manage, and operate container clusters configured to their unique requirements — all at the click of a button. This eliminated the need for developers to manage under-the-hood infrastructure or maintain cluster administrator competencies, freeing up bandwidth and improving productivity.

Our platform provides an intuitive user experience with persona-driven infrastructure provisioning, backed by in-built Infrastructure as Code (IaC) pipelines.

The Outcome

By orchestrating cluster management through a centralized platform with a single-pane view, the client achieved significant efficiencies across its infrastructure and development processes. With single-click deployment, the time required for infrastructure provisioning reduced from three days to just one hour. This streamlined approach also enhanced developer productivity by 40%, enabling faster turnaround. Standardized security and compliance protocols across container clusters ensured a robust and secure environment. By automating the infrastructure management, the client reduced operational costs by 15%.

EKS   GKE   Terraform   AWS   Python

React   Jenkins   cloudformation   Kaniko   Packer

A Leading U.S. bank Accelerates Cloud Migration Through an Automated Cloud-Readiness Assessment

The client is a financial services company with $1.9 trillion in assets. It offers banking, investment, mortgage products, and consumer and commercial finance across 7,300+ locations, with 12,000+ ATMs, and offices in 40+ countries and territories, serving customers globally.

Banking

The Challenge

A leading US financial services firm serving one in three households, wanted to migrate on-premises applications to the cloud. To assess the cloud readiness of its application stack, the client worked with a mix of custom requirements and 12-factors named Migration Selection Criteria (MSC). Performing this assessment manually was error-prone, effort-intensive, time-consuming, and created scalability issues given the application load across lines of business. This caused significant delays in migrating applications to the cloud, leading to lost business opportunities that could have benefited from the cloud's agility, flexibility, scalability, and high performance.

The Solution

Persistent accelerated the client's cloud migration cycles with a scalable solution that automates the collection of proofs of evidence for MSC from application build logs and source code. Our cloud migration experts also created a dashboard that visualized these metrics across business-critical applications, ensuring key cross-functional stakeholders had a view of their applications' cloud readiness. As a final phase of the project, we also plan to extrapolate this dashboard into a centralized reporting mechanism that provides a single view of proofs of evidence across applications.

The Outcome

Automating the cloud-readiness assessment is estimated to cut the effort by 70%. Our solution also allows the client to consider new factors for application MSCs that are not part of the 12-factor checklist. This will ensure compliance with additional regulations or controls going forward without reinventing the wheel or prolonging the migration cycles.

AWS Migration   Custom automation   Cloud accelerator

The UK-based Bank Revolutionizes the Property Development Loan Segment with AWS-Backed Digitization

GB BANK

GB Bank is a new-age financial institution that aims to boost economic growth across the UK's underserved regions by providing accessible property development loans and competitive savings accounts.

Banking

The Challenge

The client wanted to leverage the right technology to build an ecosystem of client solutions to offer tailor-made services to its customers. It adopted a host of cloud-based solutions across core banking, commercial lending, savings and regulatory reporting. For these solutions to work seamlessly, the client needed holistic tech assistance from a trusted system integrator and a reliable AWS solutions partner.

The Solution

GB Bank selected Persistent based on its strong history of collaborating with challenger banks and a deep understanding of building and delivering robust digital infrastructure support. Leveraging Persistent's 'digital mosaic' model, Persistent created a customized cloud architecture that supported GB Bank's vision. This allowed GB Bank to select SaaS-based technology solutions that empower them to deliver personalized customer experiences.

Persistent extended its Digital Bank and Credit Union Solution — a robust and flexible technical platform with a microservices based integration layer and pre-built integrations at the core. This allowed the selection of technologies best suited to deliver on the unique vision of the bank. Persistent's solution provided flexibility to easily add or replace specific technologies, avoiding vendor lock-in and creating a future-proof architecture that can evolve with the bank's growth strategy.

Persistent provided a digital-first banking infrastructure to enable the client to work efficiently with other imperative cloud-based solutions. It ensured that Mambu (core banking solution), nCino (commercial lending solution), their own proprietary digital savings banking solution and several other applications are integrated and seamlessly running on this newly created platform.

The Outcome

With all the systems now in place and powering its overall operational capabilities, the neobank can offer a connected banking experience to its customers. It enjoys the flexibility to integrate any solutions to the core banking system in line with the evolving demand and business dynamics. It is now well-positioned to handle a high volume of deposit, loan and credit processing transactions. Moreover, the platform will enable the bank to lend £3 Billion over five years, building a £1 billion-plus balance sheet.

AWS | Mambu | OutSystems

Persistent

Global Fintech Leader Transforms Payment Experiences and Drives Innovation at the Speed of Business with AWS Cloud

Founded in 1990, the client is a global fintech and payments leader, offering best-in-class industry solutions for risk insights, identity and fraud detection and mobile payments. The fintech helps 2,500 financial companies, government organizations and payment businesses leverage a single integrated, real-time payment network to transform payment experiences for their customers.

Banking

The Challenge

With rapid expansion, the client needed to simplify the process for onboarding new customers in order to support the rising demand for real-time payment solutions. They also sought to minimize the chances of fraud by improving the ability to identify fraud in real-time, while enabling faster and safer payments.

The client chose to migrate their on-prem applications and data services to AWS as an important step to modernizing their platform and drive innovation at the speed of business. Through the shift to AWS, the client sought to minimize risks arising out of delivery issues from existing infrastructure.

The Solution

The client chose Persistent as a partner that could provide a robust governance framework encompassing development, management, onboarding and reporting to ensure visibility and reliability and take complete ownership of outcomes.

Persistent helped the client modernize their existing enterprise data platform that relied heavily on batch processing and inflexible architecture. This migration to a cloud-native AWS platform enabled the client to leverage real-time APIs.

Persistent developed an API layer to reduce the onboarding time for financial institutions and its customers by creating pre-defined bundles of capabilities for monetization. This layer also enabled a seamless data exchange between partner ecosystems, improved insights and risk models and facilitated the detection of fraudulent activity.

Persistent executed these activities via an agile, outcome-based POD model. A purpose-built team having an optimal combination of skills, technologies and engagement models was deployed to drive end-to-end project ownership, from design, development to test automation.

The Outcome

Persistent and the client are partnering to successfully meet business timelines for the project by migrating the solution to AWS on schedule and without any business disruption. This will enable over 30% cost savings over a five-year period with significant savings accruing in year one.

With API-based capabilities, the client has shortened the new customer onboarding process while accelerating time to market for new products and features.

The transition to real-time processing put them on a path towards reducing fraud on their payment network significantly.

AWS   MuleSoft   Salesforce   Java   .Net

Global Fintech Leader Leverages AWS Cloud to Modernize Enterprise Applications to Boost Operations and Innovation

The client is a US-based global leader in the fintech domain, providing financial, accounting and tax preparation solutions to over 100 million customers across nine countries.

Banking

The Challenge

The client faced several operational issues with the existing legacy enterprise applications deployed on unsupported operating systems and on traditional hosted data center infrastructure. This slowed innovation and led to scalability issues which negatively impacted product engineering teams. To delight engineering teams by improving performance, scalability, user experience and delivery process, they wanted to migrate 70+ enterprise applications and related data from the core financials, people and places and privacy engineering groups to the AWS Cloud. Security quickly became a primary consideration throughout the journey as much of the data that once resided on prem was moved to the cloud.

The Solution

As the client's digital transformation partner, Persistent adopted a multi-phase modernization approach.

In the first phase, Persistent did an in-depth code analysis to understand all applications' operational aspects. It included re-factoring existing applications to make them cloud-ready while adhering to the corporate standards for security and compliance.

In the second phase, Persistent helped in migrating the cloud-ready applications to the AWS platform and deployed several AWS components, including CodePipeline and CodeBuild. It was vital to run performance testing, chaos testing and CI/CD pipeline integration as per corporate policies. The team Persistent applied production cutover to migrate all the applications from the test environment to the production environment.

In the third phase, the focus was on the containerization of applications. It was essential to modernizing the client's existing enterprise legacy applications with cloud-native deployments.

Persistent also ran Amazon CloudWatch to help the client monitor AWS resources and applications in the cloud and on the server. It also built an enterprise intelligence platform to enable data analytics for the client.

Following DevSecOps principles, Persistent also ensured end-to-end automation of infrastructure provisioning, continuous integration and deployment.

The Outcome

Speed to innovation is critical for any fintech. This client saw many benefits from the cloud migration and modernization of enterprise systems, including enhanced operational capabilities and increased stakeholder delight. With 70+ legacy applications being moved to the AWS cloud, the client can now scale rapidly, improve performance and enhance stability — all while maintaining security and compliance. As it led to the decommissioning of its on-premises data centers, the client has been able to reduce costs.


AWS — Infrastructure Migration

Persistent

Fortune 500 Residential Mortgage Company Accelerates Loan Processing Time with Aws-Powered Automation

As a leading provider of automation software for the US mortgage industry, the client is a Fortune 500 company that provides a highly efficient and cost-effective digital mortgage process to help residential loan providers, title agents, homeowners and mortgage investors close loans faster and increase profit margins.

Banking
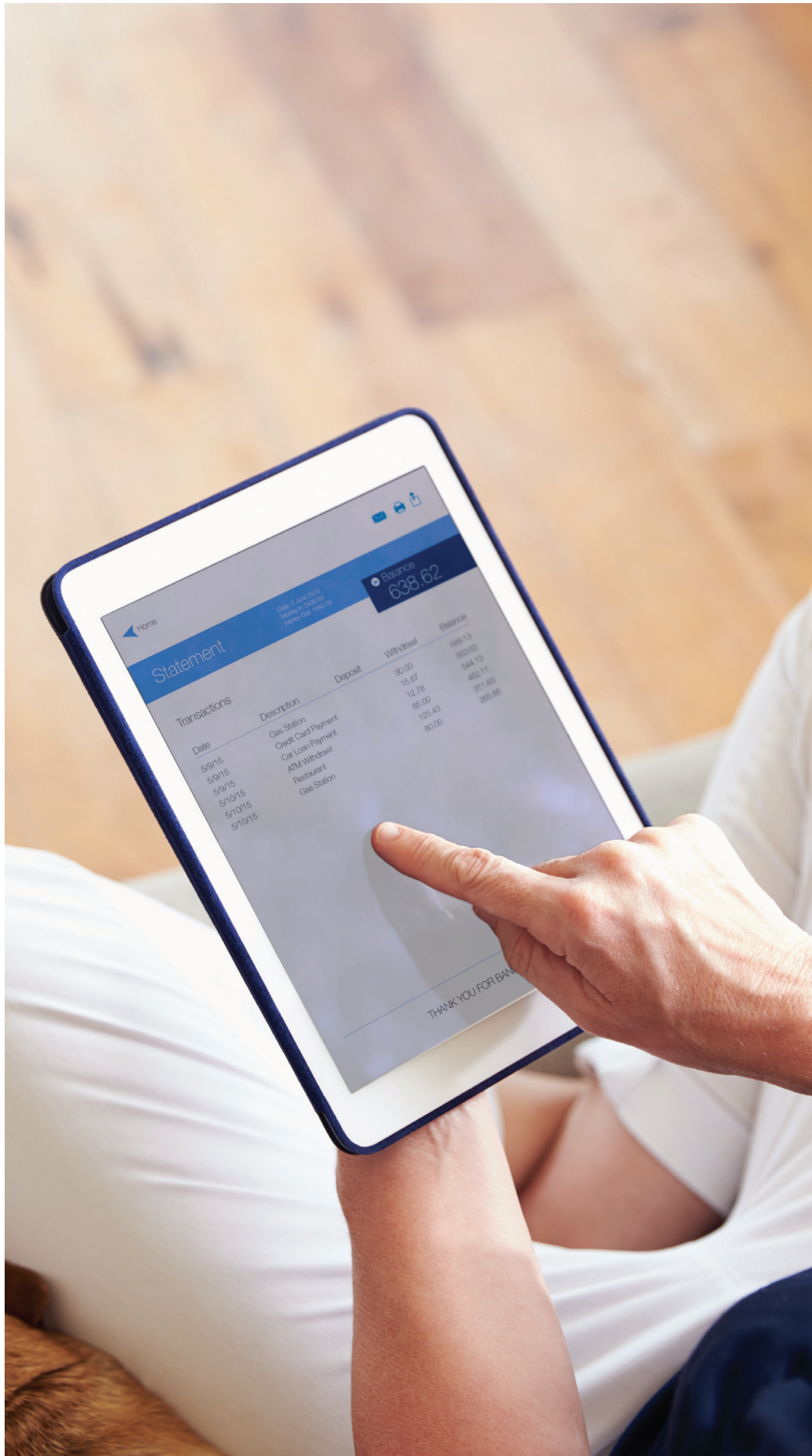
The Challenge

The client wanted to migrate to the cloud from the existing on-premises platform to help its customers with a faster documentation process. It was essential for the client to enable lenders to allow borrowers to submit signed documents online. The client also needed to empower lenders to gain a competitive edge by offering attractive loan products. It wanted to upgrade its infrastructure and move to the cloud to help lenders comply with regulatory norms.

The Solution

The client engaged with Persistent to build a robust data platform with AWS. Persistent adopted a DevOps model with AWS tooling and infrastructure resources to drive this objective. This approach was vital to help the client with efficient process automation for faster delivery, issues resolution and scalability. With AWS storage services, the client's automation platform allowed lenders to store and manage a massive amount of loan application data.

Persistent added peer data analytics capabilities on top of the data platform built on AWS architecture. It enabled lenders to use the client's solution to compete, innovate and roll out competitive loan products. Deployment of a document classification solution allowed them to automate the whole process of mortgage documentation depending on the criticality and requirements.

Most importantly, Persistent implemented several cloud solutions on the AWS infrastructure to make the client's platform meet their users' (lenders') requirements. This included the implementation of eSigning, eClosing, document classification, automated dispatching of the disclosure to the borrower and integration with third-party loan aggregators.

The Outcome

The client's mortgage automation software has been transformed to help lenders accelerate loan processing time by 50%. It also substantially reduced document signing time from weeks to hours and storage/retrieval costs by 40%-45%. With over 60 services running on the cloud, the client's highly automated platform has been up and constantly running without any outages while adhering to the prescribed regulatory compliance.

AWS — Automation

Persistent

US-Based Insurer Brings New Features to Market 75% Faster with AWS

The client is one of the ten oldest mutual property and casualty insurers in the United States, with over 300,000 policyholders.

Insurance

The Challenge

The client struggled with manual application deployment, which consumed too much bandwidth. Legacy code was becoming increasingly difficult to maintain. It also faced multiple single points of failure in its current architecture, inconsistencies between internal environments, production outages, downtimes, slow disaster recovery, and the growing chances of financial transfers being missed due to downtime.

The Solution

The client decided to migrate its legacy technology stack to the AWS cloud. It collaborated with Persistent to modernize core operational capabilities to adapt to new business models and enterprise-wide change management.

Persistent helped the client migrate all Quote and App functionalities for multiple products from its legacy system to the AWS cloud. We replaced its current bridging/real-time rating interface with a modern technology stack and API-lead microservices architecture.

We also helped it integrate with Guidewire's (InsuranceNow) policy admin system for rating and underwriting activities. By leveraging Persistent's proprietary design-thinking approach and the Persistent Digital Greenhouse framework, we helped the client reduce the complexity of process design and improved user experience, resulting in a 100% customer satisfaction score (CSAT) for over three years.

With Persistent's support, the client also implemented the insurance rater that carried out around 80% of new policies while ensuring compliance with ACORD standards.

The Outcome

Migrating to AWS helped significantly enhance operational efficiency and customer service. The client improved response times and service quality for agents and policyholders, resulting in stronger customer loyalty supported by a standardized policy underwriting system. Through DevOps on AWS, the client reduced the launch time for feature updates from two months to just two weeks, accelerating innovation. Disaster recovery capabilities were also strengthened, with the recovery time objective reduced from 24 hours to two hours. Additionally, the client optimized employee resources by implementing centrally managed logs which streamlined issue tracing and substantially lowered operational costs.

Java | AWS — Infrastructure Migration

React.js | MySQL | Appian | Corticon

Uk-Based Fintech Platform Significantly Reduces Loan Disbursement Time with an Aws-Powered Digital Platform

Gojōkō

Gojoko is leading fintech platform providing digital customer interface and advanced digital marketing to banking customers across the United Kingdom. Gojoko elevates community banks and credit unions to help them grow and expand into modern financial institutions by leveraging technology.

Banking

The Challenge

Gojoko wanted to build a fully integrated cloud-based digital platform that would enable them to make credit available at fair rates to customers who previously wouldn't have access to it. The platform would also allow customers to apply for unsecured loans and savings instantly. Gojoko wanted the platform to integrate seamlessly with other aggregators and channels, core banking platforms and direct debit platforms.

The Solution

Persistent leveraged its deep financial services expertise to help build the Community Lenders Gô Digital® Platform on AWS. The platform provided the agility necessary to enable banks and credit unions to design, launch, service and scale banking and lending portfolios.
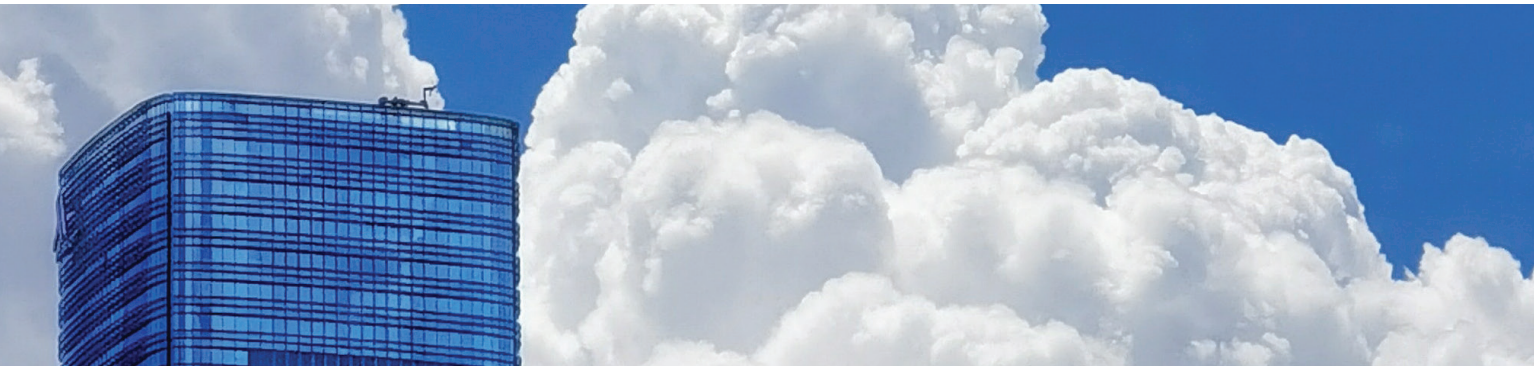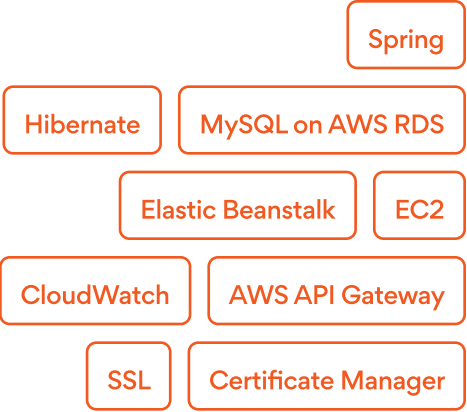
Persistent delivered a solution called iHUB with exposed REST APIs over AWS API Gateway for integrating with the www.mycommunityfinance.co.uk website and other channels. Persistent also deployed Amazon Relational Database Service (AWS RDS) for MySQL database to offer customized encryption capabilities and high-level availability across different time zones.

Additionally, Amazon CloudWatch was implemented to help the client with data and actionable insights across applications and infrastructure resources. It ensured a 24/7 availability of the client's digital platform across different zones. Moreover, it freed Gojoko from handling time-consuming database administration, backups, monitoring, software patching, etc.

Persistent also set up an admin portal to manage loans flowing in through the website and APIs and provided maintenance support for the existing system.

The Outcome

With the new digital platform, Gojoko has significantly reduced the loan disbursal turnaround time while saving costs. The configurable admin portal allows Gojoko to manage loan portfolios and generate relevant reports. The AWS-powered digital platform also offers credit unions an effective way to leverage a cutting-edge banking platform without significant investments.

Spring

Hibernate — MySQL on AWS RDS

Elastic Beanstalk — EC2

CloudWatch — AWS API Gateway

SSL — Certificate Manager

Persistent

U.s.-Based Fuel Cells Manufacturer more than Halves Infrastructure Costs and Reduces Downtime by 83% with AWS

Our client empowers businesses and communities to responsibly manage their energy. The company's leading solid oxide platform for distributed generation of electricity and hydrogen is changing the future of energy. Fortune 100 companies around the world trust our client to deliver lower-carbon energy today and a net-zero future.

Energy & Utilities

The Challenge

To reduce IT complexity and operational costs, the client, a U.S.-based manufacturer of solid oxide fuel cells that produce electricity on-site, wanted to fully migrate its on-premises environment in the U.S. and APAC to the AWS Cloud. Two potential options to consider are VMware Cloud on AWS and Cloud Native modernization, which would involve transforming computing, networking, and security.

The Solution

Persistent helped the client enhance scalability, flexibility, and operational efficiency with VMware, highly compatible with the AWS cloud environment. This helped optimize the client's cloud infrastructure for long-term cost savings and superior performance. Additionally, the client could achieve greater cost efficiency by maximizing the value of existing VMware licenses with the VMC in the AWS environment. To prioritize security measures, we also implemented a zero-trust approach to safeguard the client's cloud infrastructure and data.

The Outcome

Client managed cut its infrastructure costs by 53%, while reducing downtime by 83%. Their migration to AWS was accelerated by 46%, allowing for quicker access to advanced features and improved operational efficiency by 48%.

AWS Migration   VMC on AWS

Persistent

A Leading AD Tech and Marketing Firm Achieves Operational Excellence with an Always-On, Follow-The-Sun Service Delivery Model

The client offers industry-specific MarTech solutions that help customers build strategic relationships to grow their business, from customer acquisition to loyalty.

Media & Entertainment

The Challenge

The client, a major player in the ad-tech and marketing arena, operated in an offshore-nearshore model handling incident management riddled with operational challenges. It was no longer cost-effective and could not meet service level agreements (SLAs) for escalated ticket volumes. The client needed to achieve high compliance with ticket resolution SLAs in a 24x7, follow-the-sun model that was both cost-effective and ensured quality support and coverage.

The Solution

Persistent's comprehensive, time-zone flexible, cost-effective service ops delivery model effectively managed a less-than-ideal hand-off from the company's previous vendor. We used an Infrastructure as Code (IaC) approach on AWS and leveraged our expertise to quickly familiarize with the client's tech stack to identify common patterns and automate resolution for repeatable issues. We also leveraged an AI-based chatbot for self-service ticket resolution to reduce backlogs and turnaround time.

Our L2 and L3 teams provide 24/7 on-call rotation for application and infrastructure support, while our offshore team works on-desk around the clock five days a week and is on-call on weekends. We provide end-to-end monitoring, not only on applications and infrastructure, but also on security and compliance analysis data, utilizing CloudTrail, AWS Config, backup and restore, and certificate management to ensure the security of the client's systems.

The Outcome

Through our collaboration with the client and AWS, the company now has an always-available, follow-the-sun service delivery model for support tickets, one with improved SLA compliance and enhanced security through reduced silos and

standardization on the AWS cloud. Automated infrastructure provisioning also allows faster time-to-market and a streamlined pipeline for new features and product enhancements.
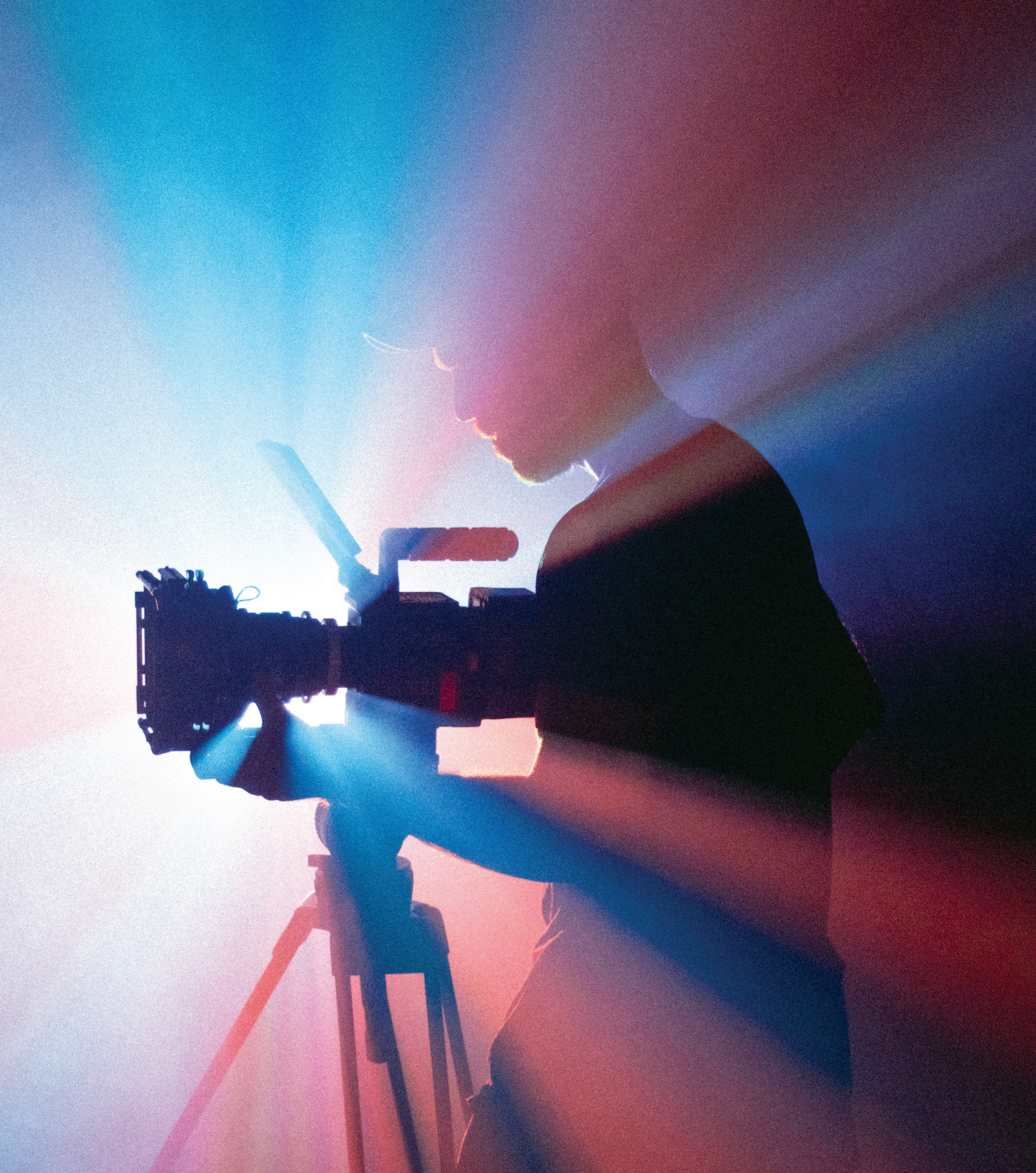
WS | AWS CICD | AWS CloudWatch | AWS Config | CloudTrail | Terraform

Persistent

American Luxury Retail Innovator Enhances Digital Customer Experience with a Robust, Scalable and Secure Ecosystem Using AWS Web Hosting Services

The US-based client is a multi-brand luxury retailer offering a new online retail concept with a mission to impact the lives of underprivileged girls by donating 20% of its proceeds to global charities. It works closely with luxury brands and global celebrities to build recognition for its approach.

Retail

The Challenge

The client was limited in their ability to scale to meet the company's vision to help charities on a global scale, while continuing to provide a secure and delightful online user experience. They wanted to leverage the benefits of Cloud technology but needed help on how to adopt AWS Web Hosting Services cost-effectively. This included building the capability to scale the online experience quickly to meet surges in demand.

The Solution

Persistent took a systematic approach to implement a stack of cloud-based web hosting solutions from AWS aligned with the client's needs. This included delivering customized digital features to facilitate charity. With a robust approach to solution design and caching mechanism, Persistent designed the entire architecture with a focus on security, scalability and cost optimization.

To help the client handle more data with increasing network traffic, Persistent deployed Amazon CloudFront and leveraged content-based routing of AWS application load balancer and Amazon RDS.

As ensuring the website and web applications' availability and security was critical during periods of surging demand, Persistent deployed AWS Web Application Firewall (WAF) to protect the client's website against cyber-attacks. To secure the endpoint, Persistent leveraged AWS

WAF (web application firewall) that provided the client with XSS, SQL injection, control bot traffic and rate limiting to prevent any malicious attacks from penetrating the application.

The Persistent team also deployed Amazon Aurora, a fully managed, cost-effective relational database engine, to automate time-consuming tasks, including provisioning hardware, taking backups and patching. To support the tech stack with mid-tier caching methodologies, custom services on Amazon EC2 instances, such as Memcached and Elasticsearch, were configured.

Amazon Simple Storage Service (S3) provided a cost-effective solution for storing, archiving and securing large volumes of data. Additionally, Persistent implemented Amazon Route 53, a highly scalable DNS web service, for improved application resiliency and API security.

The Outcome

Stability is critical for the client business model amid rapidly growing demand. Persistent's deployment of AWS infrastructure enabled the client to improve speed to market, agility and the customer experience by offering new products/SKUs with bundles, pricing and promotions, with ease. With a 360 view of customer data, the client delivered a seamless omni-channel experience with no reported outages or downtime, increasing customer base and sales revenues.

AWS — Web Hosting Services

Persistent

Persistent

As an AWS Premier Tier Partner, Persistent delivers innovative cloud services with proven technology offerings and accelerators — enabling fast, flexible, and scalable access to the AWS cloud tailored to clients' unique needs. By collaborating with AWS, we drive true business value and competitive differentiation for enterprises in a variety of vertical industries

persistent.com/aws →

Our AWS Expertise

360 Degree Relationship	**150+** AWS Engagements	**12+ years** Premier Consulting Partner
10 Competencies and Service Validations	**1,450+** AWS Certifications	**2,500+** AWS Practitioners & Delivery Professionals

Premier Tier Partner — Demonstrating the breadth and depth of our expertise

MSA ProServ Partner	SaaS Competency	Well-Architected	Public Sector Partner	DevOps Competency	IoT Competency	Amazon Redshift
OLA & MMP Certified & Well-Arch. Badge	Solution Provider Partner	Financial Services Competency	Amazon EC2 for MS Window	Data & Analytics Competency	AWS Service Delivery — Lambda	Amazon Connect

360 Relationship	Amazon Kendra Search	CodeGuru	AWS SageMaker	AppFlow

Capabilities — Covering IaaS and PaaS

AWS Cloud Migration and Modernization, DC Exit Strategy & Execution	**Cloud** Native Development, Container Native	**Cloud** Legacy Application Modernization, Monolith to Microservices
Data Modernization Enterprise Data Strategy, Analytics, AI/ML & GenAI	**Cloud** Infra Modernization, Managed Services, VMC on AWS	**Cloud** Security, DevSecOps, GRC & Compliance, Zero Trust Framework

Vertical

Persistent Digital Bank (BFSI)	Digital Front Door (HCLS)	Engage360 (Multi-Vertical)
Digital banking and credit union solution combining services and a technology platform to accelerate digital transformation	Digital platform enabling an omnichannel solution for patients, care providers and agents for all phases of patient interaction and care delivery	Salesforce solution leveraging Amazon Kendra's machine learning-powered intelligent search capabilities to deliver sales effectiveness and superior service agent productivity

Re(AI)magining™
the World

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,500 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the "Most Promising Company" of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. As a participant of the United Nations Global Compact, Persistent is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals.

USA
Persistent Systems, Inc.
2055 Laurelwood Road
Suite 210, Santa Clara
CA 95054
Tel: +1 (408) 216 7010

India
Persistent Systems Limited
Bhageerath, 402
Senapati Bapat Road
Pune 411016
Tel: +91 (20) 6703 0000

Persistent
www.persistent.com