

Cambridge scales learning for 4 million users with Unicon

A multi-year AWS Managed Services and consulting partnership keeps the CLMS and PTAS platforms secure, reliable, and ready for the academic calendar.

THE WORK

THE CHALLENGE

Cambridge needed reliable cloud operations and secure infrastructure management across production and non-production environments for platforms serving more than four million users.

It also needed flexible consulting capacity for architecture improvements, performance testing, and evolving requirements beyond day-to-day operations.

THE SOLUTION

Unicon took on infrastructure monitoring, system administration, security management, backup and recovery, and production deployment support across CLMS and PTAS.

The engagement includes 24x7x365 monitoring, security scanning and remediation, incident response, and reporting, delivered against defined service levels backed by a 99.9 percent uptime commitment.

HOW THE PLATFORM SCALES



THE PARTNERSHIP

A partnership measured in years, not projects

Successive managed services and consulting agreements ran from 2021 through 2024, all under a framework relationship in place since at least 2015.

4M

USERS WORLDWIDE

99.9%

UPTIME COMMITMENT

2021-24

SUCCESSIVE AGREEMENTS

WHAT UNICON MANAGES

Full operational ownership of the AWS environments behind CLMS and PTAS.

- ✓ Infrastructure monitoring
- ✓ System administration
- ✓ Production deployments
- ✓ Monthly security scanning
- ✓ Security management
- ✓ Backup + recovery
- ✓ Incident response
- ✓ Maintenance coordination

CONSULTING CAPACITY

Expert resources Cambridge applies to its own priorities

Alongside managed operations, Unicon provides dedicated technical resources Cambridge applies to approved initiatives, including architecture consulting, performance testing, and infrastructure enhancements. Weekly planning aligns that work with Cambridge's priorities across its teams and third-party partners.

THE VALUE OF ONE PARTNER

Operational ownership and flexible consulting capacity in one partnership, so Cambridge keeps cloud expertise on hand without managing multiple vendors.