

Case Study

Real-Time Voice AI Platform & Managed Telephony Cloud Services

How AceCloud powers Acefone's real-time conversational AI at scale
Managed Services Since 26 March 2025 — Ongoing

CLIENT	INDUSTRY	SERVICE
EDF India	Energy & Utilities / Power Generation	Enterprise Cloud Managed Services

KEY OUTCOMES AT A GLANCE

100%	↓ 35%	RTO < 4hrs	↓ 65%	↑ 90%
Audit readiness across all accounts	Cloud cost reduction YoY	Tier-1 workload recovery time	Security MTTD & MTTR reduction	Change success rate

BUSINESS CHALLENGES

Governance & Operational Complexity at Enterprise Scale

EDF India, the Indian operations of the EDF Group — one of the world's largest electricity producers — operates critical energy infrastructure and enterprise IT workloads that demand the highest standards of security, compliance, and availability. As EDF India scaled its AWS adoption, it faced several governance and operational challenges:

- **Regulatory compliance:** Energy operations are subject to stringent data governance and security requirements aligned to EDF Group's global standards. EDF India needed continuous compliance monitoring, audit readiness, and evidence-based reporting — capabilities that could not be built and maintained in-house at the required quality level.
- **Multi-account complexity:** EDF India's cloud footprint spanned multiple AWS accounts and regions, creating complexity in security policy enforcement, resource governance, and cost attribution across business units.
- **High availability & DR:** Critical operational systems — project management platforms, engineering data repositories, and finance applications — required high availability with tested disaster recovery procedures and defined RTO/RPO targets.
- **Limited cloud operations capacity:** The internal IT team focused on business applications lacked the bandwidth to manage infrastructure operations, apply security patches at scale, and respond to incidents alongside day-to-day responsibilities.
- **Cloud cost accountability:** Without structured FinOps practices, cloud spend lacked attribution to business units and projects, making cost forecasting and optimization difficult.

SOLUTION DELIVERED

Solution Delivered Using AceCloud Managed Services

AceCloud serves as EDF India's primary AWS managed services partner, providing end-to-end cloud operations, security management, compliance governance, disaster recovery, and FinOps across EDF India's entire AWS estate:

- **Cloud infrastructure operations:** AceCloud manages EDF India's multi-account AWS Landing Zone — including AWS Organizations governance, Service Control Policies (SCPs), and centralized logging. Day-to-day operations of EC2 fleets, RDS databases, VPC configurations, and supporting infrastructure are handled by AceCloud, including patching, configuration management via AWS Systems Manager, and capacity planning. All environment changes are managed through Infrastructure-as-Code (CloudFormation and Terraform) with AceCloud handling version control, peer review, and change governance.
- **Security operations & compliance:** AceCloud operates continuous security monitoring using GuardDuty, AWS Security Hub, AWS Config, and CloudTrail — correlating findings across accounts and providing prioritized remediation guidance. Regular AWS Well-Architected Reviews are conducted with formal remediation plans tracked to closure. IAM Identity Center (SSO), least-privilege policies, and quarterly access reviews are managed by AceCloud. Automated compliance evidence collection and audit-ready reporting are provided on a defined schedule.

- **Disaster recovery & business continuity:** AceCloud designs, implements, and tests DR procedures for EDF India's critical workloads — including automated failover, cross-region backup management via AWS Backup, and documented RTO/RPO targets per workload tier. Regular DR drills are conducted and results reported to EDF India leadership.
- **FinOps & cost governance:** AceCloud delivers monthly FinOps reporting with cost attribution by business unit, project, and AWS account. Reserved Instance and Savings Plans management, rightsizing, and idle resource cleanup are executed monthly. Automated budget alerting and cost anomaly detection prevent overruns and surface unexpected spend within hours.
- **DevOps & change management:** AceCloud supports EDF India's application teams with CI/CD pipeline operations on AWS, enabling faster and safer deployments with built-in governance. A structured change management process — including CAB participation, change risk assessment, and post-implementation review — is operated by AceCloud for all infrastructure changes.

OUTCOMES

Measurable Impact Delivered by AceCloud

- **100% audit readiness maintained across all AWS accounts** with zero compliance gaps identified during EDF Group internal reviews — enabled by AceCloud's continuous security monitoring and evidence collection.
- **↓ 35% reduction in overall cloud costs** achieved within the first year of AceCloud's FinOps engagement through Reserved Instance management, rightsizing, and elimination of idle resources.
- **RTO < 4 hrs achieved for Tier-1 critical workloads**, down from an untested and undefined baseline — validated through AceCloud-conducted DR drills across all critical systems.
- **↓ 65% reduction** in mean time to detect and respond to security findings, enabled by AceCloud's centralized GuardDuty and Security Hub operations with automated alert routing.
- **↑ 90% of infrastructure changes deployed without incidents** following AceCloud's introduction of IaC-governed change management and structured CAB processes.

Conclusion

AceCloud's managed services partnership gives EDF India a fully governed, secure, and cost-optimized AWS environment — operated to the standards expected of a global energy group. With AceCloud managing cloud operations, security monitoring, compliance governance, and disaster recovery, EDF India's IT leadership focuses on enabling business transformation rather than managing infrastructure. This engagement reflects AceCloud's ability to deliver enterprise-grade managed services for critical infrastructure organizations operating at scale on AWS.

About Us

15+	10+	100+
Years of Exp	Data Center	Awards

AceCloud is a leading provider of end-to-end cloud computing solutions to global organizations across industries at scale. It offers a full spectrum of cloud services, including Public Cloud, Application Hosting, AWS Services, Managed Security Services, and Hosted Virtual Desktop Solutions.

AceCloud is a brand of Real Time Data Services (RTDS) group of companies - a leading provider of information technology capabilities specializing in Cloud Computing and Cloud Telephony. RTDS Group has an employee base of 600+ across India, the US, and the UK, supporting over 20,000+ customers and IT infrastructure in 10+ data centers spanning the globe. It offers industry-leading technological solutions that help customers streamline their operations and enhance efficiency.

As an advanced consulting and certified AWS Well-Architected Partner, AceCloud recently achieved the prestigious AWS Storage Competency and is also recognized as an Amazon RDS Service Delivery Partner. These achievements underscore its deep expertise in AWS technologies and commitment to delivering high-quality cloud solutions.



- Public Sector
- Storage Consulting Competency
- Small and Medium Business Services Competency
- Amazon RDS Delivery
- AWS Database Migration Service Delivery
- Amazon CloudFront Delivery
- AWS Well-Architected Partner Program
- Authorized Commercial Reseller



Contact Us

Are you ready to cut down your cloud spending? Contact AceCloud Experts today to get a customized quote.

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