

TechConnect uses Anodot for observability on transparent cloud cost breakdowns



TechConnect IT Solutions is a Managed Service Provider (MSP), AWS Advanced Consulting Partner, and Microsoft Gold Partner specializing in cloud, data, machine learning, and artificial intelligence. Since 2011, TechConnect has provided architectural solutions and managed services, ensuring cost-optimized, highly available, scalable, and secure cloud infrastructures.

The Challenge

Insufficient visibility

After transitioning to Amazon Connect, one of TechConnect's clients found themselves with adequate cost management but lacking specific cost allocation visibility.

They could see general categories like Connect and Contact Centre Telecommunications costs, but the details — differentiating inbound and outbound minute charges, baseline minute costs, DID costs, and customer profile expenses — remained unclear.

This posed a significant hurdle to fully understand and manage their spending effectively.

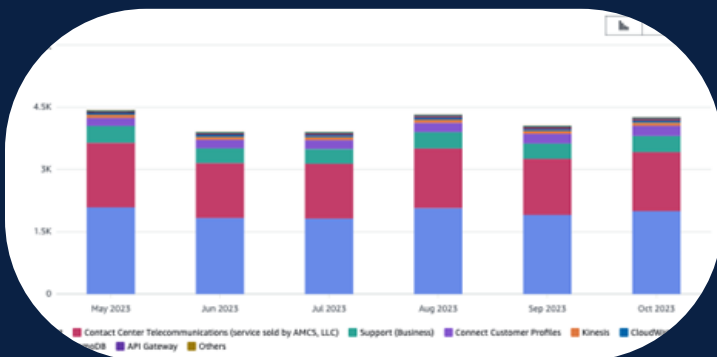
The Solution

Observability with Anodot

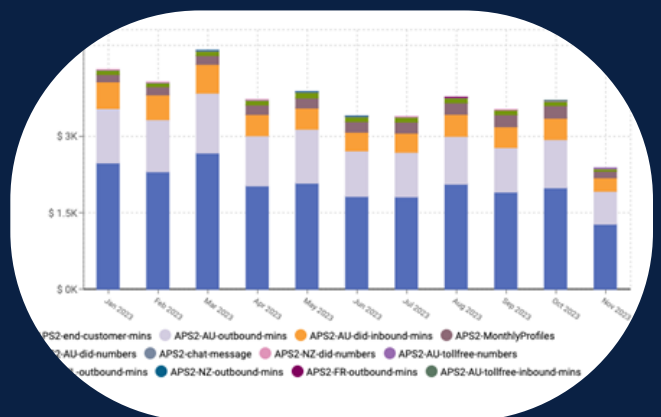
By adopting Anodot, TechConnect was able to provide its client with a much-needed detailed breakdown of their Connect and Contact Centre Telecommunications costs.

Anodot's customized dashboard facilitated a clearer understanding of these expenses, revealing critical cost components. This granular view unearthed unexpected cost implications and brought to light significant cost drivers.

Visualization cost breakdown from AWS Connect



Visualization cost breakdown from Anodot



“Anodot's invaluable breakdown shed light on an unexpected cost incurred by our custom number rotation solution. The dashboard's insight enabled us to identify this discrepancy and take appropriate action.”

- Conor Mulvenna, Operational Platforms Manager, TechConnect

TechConnect uses Anodot for real-time detection and alerts

The Challenge

Getting more insights from anomalies

TechConnect has effectively managed unexpected spikes and anomalies for their clients, but they took it a step further by utilizing Anodot's comprehensive anatomy section.

A unique case involved Amazon SNS encountering an anomaly that was out of the ordinary, signaling a deeper issue beyond routine costs. TechConnect was able to quickly capture the deviation but didn't expect to allude to a high-security risk.



The Solution

Real-time results with Anodot

Anodot's real-time anomaly detection proved its worth beyond monitoring routine costs. It identified a critical incident involving Amazon SNS, which was initially perceived as a standard alert.

This anomaly was, in fact, an IP hijacking attempt, a significant security risk. Anodot's timely alert allowed TechConnect to swiftly address and prevent potential security and financial harm.

Leading service providers **trust Anodot**



An Anodot partnership means greater visibility with AI-driven outcomes

Results

"Kudos to Conor and TechConnect for effectively leveraging Anodot! Conor's swift resolution of unexpected costs highlights Anodot's crucial role in optimizing the cloud for MSPs."

Melissa Abecasis
Director Customer Success,
Anodot

✔ Swift and decisive action

With Anodot, spotting unexpected costs and anomalies gets resolved in no time. The dashboard provides an eye-opener on what needs proactive action—one spike for SNS led to the uncovering of a hijacked IP.

✔ Accurate data and reporting

Anodot mitigates the costly errors from Amazon Connect. One specific Anodot insight reveals that TechConnect utilizes only 30 numbers per month for custom number rotations, compared to the original estimate of 900 to 1,100.

✔ Elaborate cloud cost breakdowns

Anodot takes cost optimization to the next level, going beyond what Cost Explorer can do. The dashboard's data visualizations provide a detailed breakdown of where the costs are actually going.

"The strength of Anodot is its ability to take a payment metric and look at it across a lot of different dimensions. We only get alerts when something is unusual and my teams don't have to stare at dashboards all day."

Conor Mulvenna

Operational Platforms Manager, TechConnect

