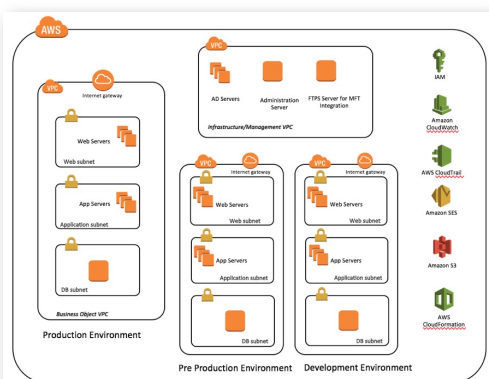# FANTUAN Managed Services for Operations Optimization

Fantuan Delivery is the largest Asian food delivery platform in North America. It provides consumers with instant delivery services for food, fresh fruit, and other categories. The platform operates through two modes: self-pickup and delivery, ensuring customers can enjoy high-quality, fast food purchasing and express services conveniently.

Problem

- **Cost Management**: Doubling resource input led to increased operational expenses, requiring optimized cloud infrastructure to control costs.

- **Scalability and Availability**: Rising transaction volumes demanded a highly scalable system to ensure uninterrupted service.

- **Operational Complexity**: A multi-region deployment with diverse user bases increased the complexity of monitoring and managing resources.

- **Performance and Updates**: The need for continuous platform updates and fast feature deployment became critical to maintaining competitive advantage.

- **Resource Visibility**: Lack of centralized monitoring made it challenging to identify underutilized assets or resolve bottlenecks in time.

Proposed Solution

- **Cost Optimization** - Reduced operational expenses by identifying and eliminating resource wastage.

- **Centralized Monitoring** - Improved visibility and control with a unified management system.

- **DevOps Support** - Accelerated updates with automated CI/CD pipelines and efficient deployment processes.

- **24/7 Maintenance** - Proactive system monitoring and issue resolution to ensure smooth operations.

- **Scalable Infrastructure** - Designed a reliable, high-availability architecture for future growth.

Outcomes

- **Cost Savings** - Operational costs reduced by 30% through resource optimization and cost-awareness tools.

- **Improved Availability** - SLA improved to 99.99%, ensuring consistent service delivery even during peak hours.

- **Faster Updates** - Deployment cycles reduced by 40%, enabling rapid feature rollouts and bug fixes.

- **Enhanced Visibility** - Centralized dashboards provided actionable insights into resource usage and system performance.

- **Future-Proof Architecture** - Scalable, secure infrastructure aligned with long-term growth and business needs.