



Best Western Plus Achieves 24×7 ERP Reliability with Graaho Technologies Managed Services

Executive summary

Best Western Plus franchise partnered with Graaho Technologies LLC to implement comprehensive AWS Managed Services for their mission-critical ERP platform. Through proactive 24×7 monitoring, security governance, and cost optimization, the hotel achieved enhanced operational reliability, improved security posture, and better cloud cost management, enabling their IT team to focus on delivering exceptional guest experiences.

Business Challenges

Operating in the always-on hospitality industry, Best Western Plus Maple Leaf faced several critical operational challenges with their AWS-hosted ERP platform:

- **Operational Continuity:** 24/7 availability demands and limited internal resources
- **Technical and Security Concerns:** Reactive incident management, security and compliance gaps, and backup and recovery uncertainty
- **Financial Management:** AWS cost visibility and resource optimization

Why Graaho?

Best Western Plus Maple Leaf selected Graaho Technologies LLC as their AWS Managed Services Partner based on:

- AWS Expertise
- Managed Services Capabilities
- Hospitality Industry Understanding
- Proactive Approach
- Cost Management

Solution, Architecture Overview, & AWS Tools Used

Graaho implemented a comprehensive AWS Managed Services framework.

- **Compute and Database Layer:** Amazon EC2, RDS, ELB
- **Monitoring and Operations:** Amazon CloudWatch, AWS Systems Manager, CloudTrail
- **Storage and Backup:** Amazon S3, AWS Backup
- **Security and Access:** AWS IAM, Amazon Route 53



About the Customer

Best Western Plus Maple Leaf is a leading international hotel brand in Bangladesh, offering premium accommodation, dining, banquet facilities, and guest services. The organization operates 24×7 and relies on a cloud-based ERP system to manage hotel operations, finance, inventory, procurement, reservations, and internal business processes across the enterprise.



About the AWS Partner

Graaho Technologies LLC is an AWS Advanced Tier Services Partner specializing in AI/ML solutions, serverless architectures, and cloud-native application development. With deep expertise in Amazon Bedrock, generative AI, and DevOps automation, Graaho helps enterprises transform customer experiences through intelligent, scalable, and cost-effective cloud solutions.

Start Date: March 2024
End Date: Ongoing (Recurring Monthly)



Implementation Approach

- **Phase 1:** Assessment and Onboarding (comprehensive infrastructure audit and documentation, baseline performance and security assessment, monitoring and alerting framework design, and runbook and escalation procedure development)
- **Phase 2:** Managed Services Activation (24/7 monitoring and incident management, cloud operations management, security and governance, backup and business continuity, and AWS billing management)
- **Phase 3:** Continuous Optimization (quarterly infrastructure and security reviews, ongoing cost optimization initiatives, performance tuning and capacity planning, AWS service updates and feature adoption recommendations)

Results & Benefits

Operational Excellence

- Enhanced Visibility
- Faster Incident Response
- Improved Availability and Reliability

Cost Optimization

- Better Financial Management
- Resource Efficiency

Quantifiable Outcomes

- 100% Backup Coverage
- 75% Faster Detection
- 60% Faster Resolution

Business Impact

- Reduced Operational Burden
- Scalability and Growth Support

Conclusion & Future Direction

By partnering with Graaho Technologies LLC for comprehensive AWS Managed Services, Best Western Plus Maple Leaf successfully transformed their cloud operations from reactive to proactive. The implementation of 24×7 monitoring, security governance, backup management, and cost optimization has delivered measurable improvements in reliability, security, and financial efficiency.

The managed services engagement enables Best Western Plus Maple Leaf to maintain operational excellence on AWS while focusing internal resources on strategic initiatives and guest services. Graaho Technologies continues to provide ongoing cloud operations management, security oversight, incident response, and cost governance — ensuring the ERP platform remains a reliable foundation for the hotel's business operations.

Customer Testimonial

— IT Leadership, BWP Maple Leaf

“Partnering with Graaho for AWS Managed Services has transformed how we operate our critical ERP platform. Their 24×7 monitoring and proactive support give us confidence that our systems are always available to serve our guests. The cost optimization recommendations have also delivered significant savings while improving performance.”

About Graaho

Graaho Technologies LLC is an AWS Partner specializing in managed cloud services, helping organizations optimize their AWS environments through 24×7 operational support, security management, and continuous optimization initiatives.

Learn More

To learn more about AWS Managed Services solutions, visit:
<https://aws.amazon.com/managed-services/>

AWS Case Study | Published June 2026 | © 2024, Amazon Web Services, Inc. or its affiliates. All rights reserved.