



INTERSOFT

At a Glance

Following eight years of partnership, including the successful transformation of its Microsoft Azure environment, Intersoft continues to work with Cisilion to maximise the value of its cloud investment. Through ongoing Azure cost optimisation, proactive managed services and tailored monitoring solutions, Cisilion helps Intersoft continually improve, optimise cloud spend and improve Azure performance.



AZURE
OPTIMISATION



MANAGED
SERVICES



CONTINUOUS
IMPROVEMENT

Microsoft
Partner

Who is Intersoft?

Intersoft, part of the Royal Mail Group, is a leading provider of delivery management software, helping retailers, carriers and logistics providers simplify domestic and international parcel shipping. Its cloud-based technology supports high-volume, business-critical logistics operations.

Following eight years of partnership, Intersoft continues to work with Cisilion to maximise its Microsoft Azure investment through continuous cost optimisation, proactive managed services and tailored monitoring.

“We've come a long way together.

What started as day-to-day support has evolved into strategic conversations about how we can continually improve our Azure environment and unlock more value from it. Cisilion aren't just providing a managed service – they're a genuine partner and an extension of our team.”

George Ralph,
Senior Cloud Infrastructure Manager, Intersoft

INTERSOFT



The Challenge

As Intersoft's Azure estate matured, maintaining performance, resilience and cost efficiency became a long-term priority rather than a one-off project.

To maximise the value of its cloud investment, Intersoft needed a trusted partner to help it optimise costs, strengthen operational visibility and support the ongoing evolution of its Azure environment.

Key Priorities

- ✓ **Ongoing Cost Management**
Ensuring Azure consumption remained efficient as workloads and services evolved.
- ✓ **Performance & Resilience**
Supporting high-volume, mission-critical logistics platforms without compromising availability.
- ✓ **Greater Operational Visibility**
Providing deeper insight into application health through proactive monitoring.
- ✓ **Long-term Improvement**
Moving beyond reactive support towards ongoing optimisation aligned to business objectives.

The Partnership

Azure optimisation is an ongoing journey. Cisilion works alongside Intersoft to continually maximise the value of its cloud investment through proactive support and strategic guidance, helping Intersoft continually optimise and evolve its Azure environment.



Continuous Azure Cost Optimisation

Regular Azure cost reviews ensure Intersoft's cloud environment remains appropriately sized and cost-efficient as workloads evolve, identifying opportunities to optimise cloud spend without impacting service performance.



Proactive Managed Services

Cisilion provides ongoing technical expertise, operational support and strategic guidance. As the relationship has matured, conversations have evolved beyond day-to-day service delivery to focus on sustained improvement and future opportunities.



Tailored Monitoring & Insights

To provide greater visibility across Intersoft's Azure estate, Cisilion developed bespoke Azure Application Insights dashboards, delivering real-time visibility into application health and performance while helping monitoring evolve alongside Intersoft's changing Azure environment.

Business Outcomes

£165,000

Azure savings

Approximately £165,000 in Azure savings delivered over the past 12 months, helping Intersoft reduce Azure costs while maintaining performance and resilience.

99.99%

Uptime

Sapient.net achieved 99.99% uptime between June and September 2026, supporting the reliable operation of a key service handling more than 50% of Intersoft's shipment volumes.

2.898BN

Shipments powered since 2018

Throughout its eight-year partnership with Intersoft, Cisilion has helped support and optimise the Azure environment underpinning more than 2.898 billion shipments.

A Strategic Partnership

The relationship has evolved from operational service delivery to a proactive partnership focused on continually identifying opportunities to improve performance, optimise cloud investment and support future growth.



CISILION

About Cisilion

Technology investments don't end when a project goes live. The greatest value comes from continually optimising, evolving and supporting your environment as your business grows.

Cisilion helps organisations maximise the value of their Microsoft investments through strategic guidance, proactive managed services and deep technical expertise. Whether you're embarking on a cloud transformation or looking to optimise an existing Azure environment, we work as an extension of your team to deliver long-term value.

Find out how we can help your organisation maximise the value of its cloud investment.

Get in Touch

