

Case Study

Automating Security Exceptions for a Global Airline

ClearScale built a centralized AWS workflow that streamlined approvals, strengthened governance, and improved compliance.

Client Profile

Industry Consumer Services Travel and Hospitality

Technology Security DevOps Travel and Hospitality

Overview

A global airline needed a more reliable way to manage exceptions in its cloud environment. Manual processes slowed down approvals, created audit gaps, and increased risk. ClearScale built an automated exception management platform on AWS, delivering a centralized, auditable solution that streamlined workflows, strengthened governance, and ensured compliance.

Meet Our Hero:

As one of the world's largest airlines, this organization manages complex IT systems to keep operations running smoothly. Security and compliance are non-negotiable, but its manual exception handling process was inconsistent and difficult to track. Without a centralized system, approving and monitoring exceptions became a burden on teams, leaving gaps in auditability and exposing the airline to risk. Leadership recognized the need for a modern solution that would automate exception handling, improve governance, and provide transparency across the organization.

The Goal

- Build a centralized, auditable exception management system
- Automate workflows for faster, more consistent approvals
- Integrate with AWS enforcement tools to maintain governance
- Strengthen compliance and reduce operational risk

The Challenge

Challenge 01

Manual exception approvals slowed operations and introduced errors

Challenge 02

Lack of a centralized repository made auditability difficult

Challenge 03

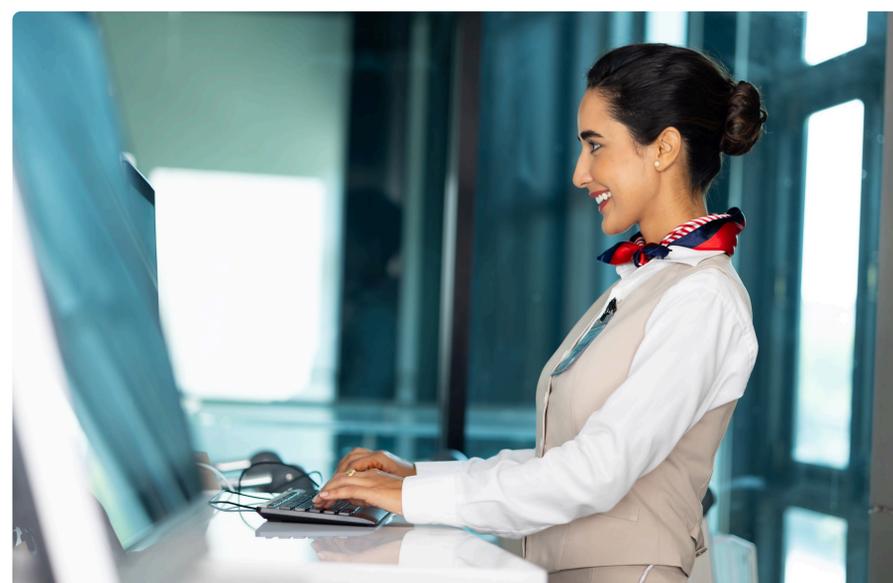
Inconsistent processes weakened governance and compliance

Challenge 04

Existing tools lacked integration with automated enforcement workflows

Challenge 05

Needed a scalable, secure platform for exception management





The Solution

ClearScale designed and implemented a cloud-native exception management platform on AWS.

Step 01: Automated Workflows

- Built an exception handling workflow using AWS Lambda
- Automated approvals and notifications to reduce delays

Step 02: Centralized Repository

- Implemented Amazon DynamoDB as the single source of truth
- Provided reliable, auditable storage of all exception requests

Step 03: Integration with Enforcement

- Connected exception workflows with AWS Config and Systems Manager Automation
- Enforced policies automatically while allowing approved exceptions

Step 04: Governance and Auditability

- Applied AWS Organizations and Service Control Policies (SCPs) for governance
- Leveraged AWS IAM, KMS, and CloudWatch for security, monitoring, and reporting
- Used Terraform and version control for consistency and audit readiness

The Impact

Centralized exception management system, replacing manual processes

Improved efficiency, with automated approvals and notifications

Stronger governance, enforced through integrated AWS tools

Enhanced compliance and reporting, with full auditability

Reduced risk, by ensuring consistency and visibility across exceptions

Turn Cloud Chaos Into Clear Results On AWS

ClearScale helps airlines and travel companies break free from cloud chaos and experience clear results on AWS. If your exception management or compliance systems are slowing you down, let's talk.

Talk to an Engineer

