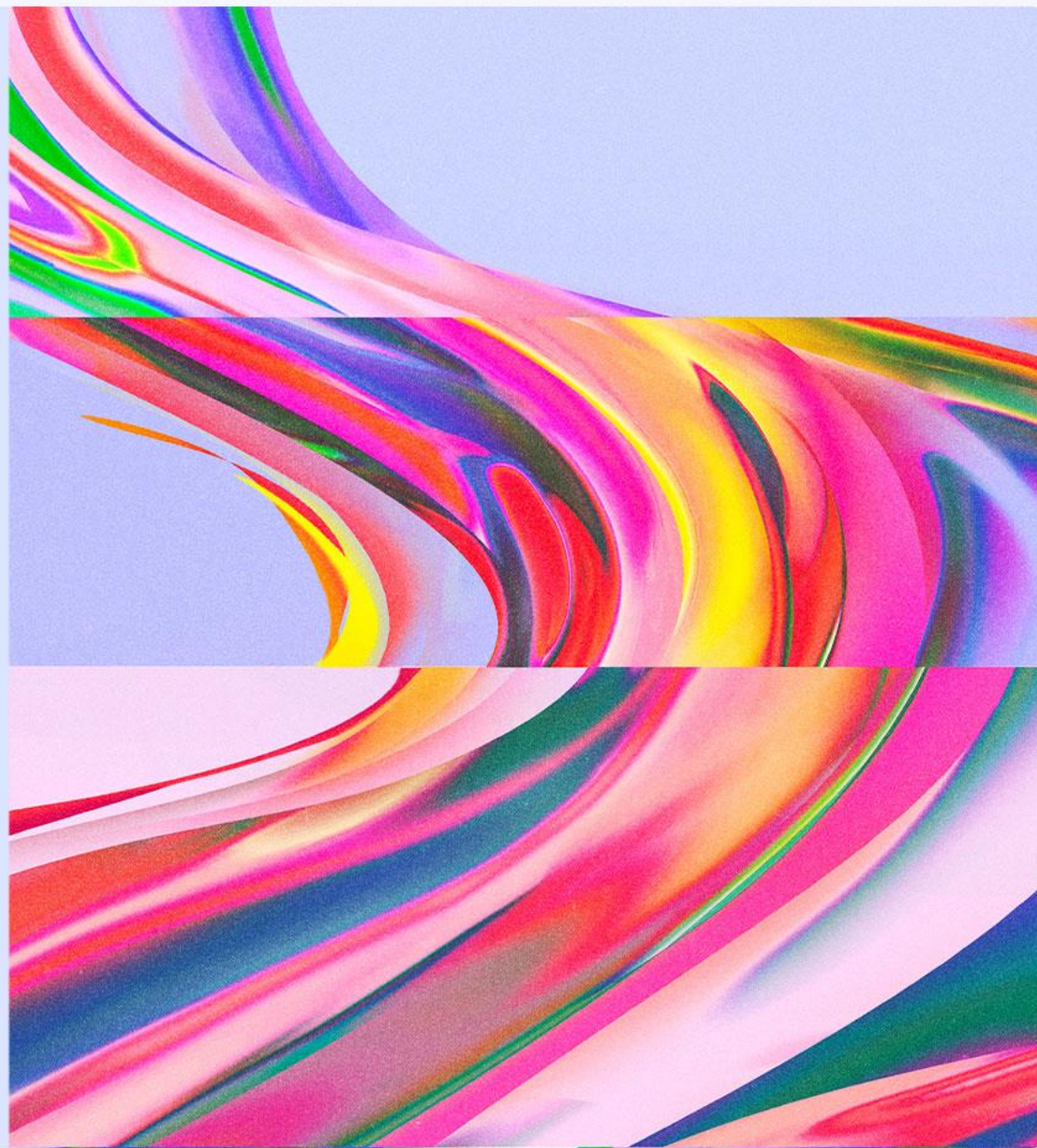




# INNOVATE

MIGRATE AND MODERNIZE



# Cloud innovation for a cause: Bonterra's modernization journey

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SVP of Cloud Optimization, Bonterra

**Lalith Kumar**

Principal Account Executive, AWS

# Session agenda

- Brief video
- Overview of Bonterra
- Our journey
- Architecting for the future
- Perspectives that shaped our thinking
- Upcoming technology



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[Play Video](#)



# About Bonterra

Social good software with—and for—a purpose.

## Vision

to increase giving from 2.5% of the US GDP—a number that’s stayed flat for over 50 years—to 3% by 2033.

## Our philosophy

For every dollar we make, we strive to change a life. A billion dollars means a billion lives changed.

## Our technology

We build enterprise-grade software—supported by coaching and expertise—to power trillions of dollars in new impact.

**We serve 19,000+ clients including nonprofits, foundations, and corporations to drive social impact**

## Every organization

**300K+**

nonprofit fundraising efforts supported in 2022

## Every mission

**\$18 Billion+**

raised or received in grants in 2024

## Every day



**40 Million+**


lives touched through our case management platform





# Our journey


Hybrid estate


  
  
10% AWS/10% Azure/  
80% DC (VMWare)

  
25% AWS/75% Azure

  
100% Heroku


  
CyberGrants  
85% AWS/15% DC (VMWare)


  
15% AWS/85% DC (VMWare)


  
5% AWS/95% Heroku





AWS hosted


  
Social Solutions  
Impact management:  
Apricot, ETO, and Penelope

  
Enterprise

  
ActionKit



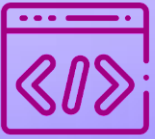
  
Mobilize

  
DonorDrive



# Challenges we faced

## Operational complexities



18 products



Five rented data centers



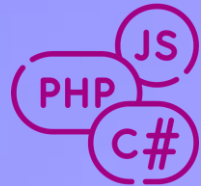
150 vendors



Five database types



Three clouds



Eight languages

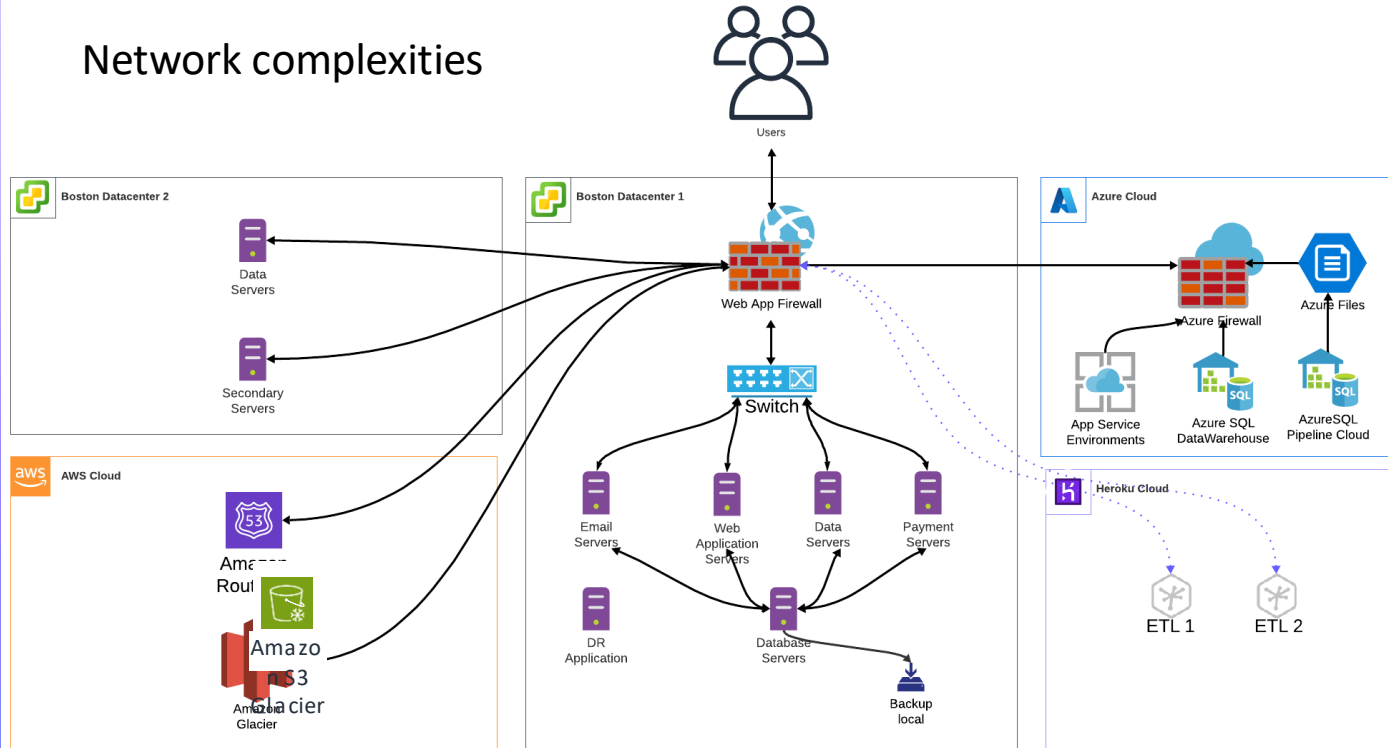
## Key vectors of focus

- **Product proliferation**
- **Multi-cloud complexity**
- **Data center sprawl**
- **Vendor management**
- **Database delivery**
- **Programming language fragmentation**



# Challenges we faced, continued

## Network complexities



## Key vectors of focus

- Performance
- Network sprawl
- Security
- Scalability
- Management overheads
- Documentation gaps
- Compliance and operational risks



# Architecting for the future

“Multicloud creates an abstraction, and diminishes competitive advantage”  
— Scott Brighton, CEO Bonterra

## Business goals

- **Unify** workloads on single platform
- **Reduce** hardware and software maintenance burden
- **Improve** product SLAs portfolio-wide
- **Streamline** knowledge transfer, enhance cross-training
- **Decrease** total cost of ownership
- **Accelerate** new product time-to-market



## Technical goals

- **Implement** logical cloud service usage
- **Centralize** monitoring for all services
- **Standardize** cloud-based CI/CD processes
- **Utilize** uniform IaC across infrastructure
- **Migrate** applicable applications to Kubernetes
- **Avoid** lift-and-shift migration strategy

# Actions we undertook

## Assessment

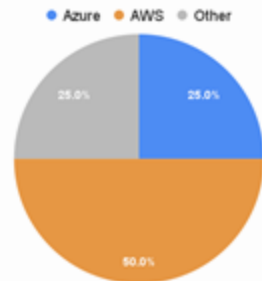


Cost  
comparison  
and cloud  
proposals

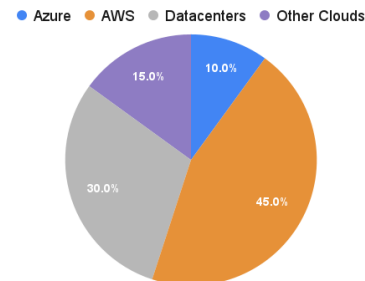


Technical  
assessment and  
feasibility study

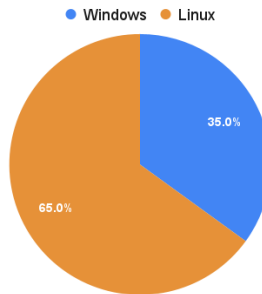
## Comparison



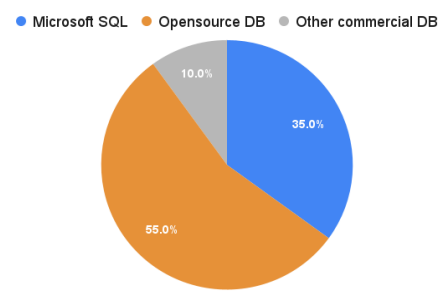
Ops team cloud  
knowledge



Pre-migration infra  
distribution



OS dependency



Database distribution

## Evaluation



Right price  
performance,  
breadth of the  
AWS offerings,  
and migration  
acceleration  
Programs



Strategic  
alignment of  
Bonterra and  
AWS nonprofit  
mission,  
including joint  
go-to-market  
opportunities

# Perspectives that shaped our thinking

- Hidden dependencies often surface late (e.g., during DNS changes)
- Even repeat migrations can reveal unexpected ancillary apps
- Invest time upfront to minimize surprises later

## Takeaway

*There's no such thing as too much discovery (to a point)*

- Business requirements (e.g., elections) can dictate timing
- Client concerns may require phased or split migrations
- Extra infrastructure and contract renewals add cost and complexity
- Secure buy-in from all stakeholders before starting

## Takeaway

*Get buy-in from ALL clients prior to the migration and business support behind you*

- Legacy systems rarely have complete, up-to-date documentation
- Overreliance on assumed documentation is risky
- Conduct system audits before migration planning
- Prioritize discover -> document -> decide -> migrate instead of lift-and-shift.

## Takeaway

*Discover, document, decide what to migrate and THEN migrate—do not blindly lift-and-shift*



# GenAI came to our rescue

## Why did we use it?

- We don't know everything
- Wanted to accelerate path to migration
- Bring rigor
- LLM models 85% precise with replies
- Faster ramp up for cloud and IaC rather than reading loads of documentation

## ...and how?

- ChatGPT:
  - Terraform best practices
  - Write simple scripts
  - Ask questions about networking, apps, and so on
- Cursor:
  - Organizing our code
  - Finding information through all repositories
  - Identifying vulnerabilities
  - Spell checking code!



# Benefits that we took advantage of



Reliable DX connectivity



>50% cost savings for number of products



Simpler PCI/ISO/SOC audits



Standard documentation  
across migrated products



AWS support helped us  
with diagrams and tech  
setup when stuck



Migration Acceleration  
Program credits



Moved 50% of vendors to  
Marketplace

# ... strategic mindset delivered results

**1000+**  
Databases

**300 TB**  
Data migrated

**3000**  
Customers migrated

**80+**  
Applications migrated

**6**  
CI/CD migrated

**6**  
Member team

**60%+**  
cost saves over Azure

**50%+**  
cost savings for number of  
products

**99.95%+**  
uptime

**<60 days**  
new acquisition to all-in  
AWS

**50%+**  
transact thru Marketplace

AWS SaaS Co-Sell ready

AWS Public Sector Partner

Strategic Collaboration Agreement



# What's next: Gen AI-led acceleration

**KNOWLEDGE BASE CHAT—Q&A**

**PRODUCT ONBOARDING AND CROSS TRAINING**



AWS  
Transform



Amazon Q  
Business



Amazon Q in  
QuickSight



Amazon Q in  
Connect

**WRITE SIMPLE SCRIPTS**

**AUTOMATIONS**

**CODE REVISION AND CLEANUP**

**ALERTING AND ANOMALY DETECTION**

**AGENTICAI**



Amazon Bedrock

Guardrails

| Agents

| Customization capabilities





# Thank you!

## Nikita Kozlov

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