

# NVPC brings a culture of giving in Singapore to your fingertips with AWS

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The National Volunteer and Philanthropy Centre (NVPC) is the steward of the City of Good vision for Singapore, where individuals, organisations, and leaders come together to give their best for others. Through its brands, programmes, and initiatives, NVPC facilitates partnerships with non-profits, organisations, public sector bodies, and individuals to enliven the giving ecosystem in Singapore and inspire a spirit of other-centredness in our community.

To serve as the technology platform for its public-facing online giving platform Giving.sg, NVPC selected Amazon Web Services (AWS) based on their reputation for reliability, scalability, and flexible pricing; quick instance and service provisioning that enabled faster time-to-market; and multi-layer operational security for VPCs and instances protection. As the leading online giving platform in Singapore, it was also important for Giving.sg that AWS offered compliance with Singapore's Multi-Tier Cloud Security standard, which governs information security in the cloud.

NVPC used multiple AWS services for the hosting of Giving.sg spanning throughout IaaS, PaaS, SaaS and FaaS with a variety of monitoring tools, including Amazon CloudWatch and AWS CloudTrail.

While the COVID-19 pandemic brought about significant socioeconomic impact on Singapore and the world, it also shone a light on the generosity of Singaporeans as they

stepped up to give their best for others. This resulted in a record high in donations and traffic in April 2020, with \$20.4 million received and 570,000 requests per hour at one point – more than five times the normal amount of traffic. NVPC was able to scale up the Giving.sg platform in an hour to handle the surge thanks to AWS.

Since then, Giving.sg has experienced consistently high levels of traffic, with donations in FY20/21 at more than two and a half times that received in the same period in FY19/20. Because of the scalability and stability of AWS, Giving.sg has remained stable and maintained 99.5 percent availability.

Six years into our partnership with NVPC, we are proud that in addition to its exceptional platform and function-as-a-service capabilities, AWS' deep commitment to the service level agreement has enhanced the productivity of NVPC's Digital Innovation team. Not only has rapid development become the operational norm, but applications are managed more efficiently than ever. AWS has also provided support and best practice advice to NVPC and our AWS solutions architects are dedicated towards offering assistance in areas such as cloud architecture design, security, and service management. It has been an overall positive experience working with NVPC, where the AWS client service ethic has mirrored the organisation's ethos of giving your best for others.