Medsphere Achieves 20%+ in Cost Savings and Establishes New Standards for IT DevOps

ABOUT

Industry
Healthcare

Headquarters
Sandy, Utah, USA

CHALLENGE

Limited visibility into cloud environments during a period of rapid expansion.

RESULTS

An initial 20% in cloud cost savings and a platform to maintain development standards.

ABOUT Medsphere

Medsphere is a dynamic healthcare IT company transforming how healthcare providers deliver quality care to patients. Their innovative and award-winning healthcare IT solutions are designed to meet the needs of providers of every size and budget, ensuring that everyone has access to the tools they need to improve patient outcomes.

Medsphere's mission is simple: to empower healthcare providers with the technology they need to deliver the best possible care to their patients. They do this by providing a comprehensive suite of solutions that includes everything from electronic health records and revenue cycle management to patient engagement tools and population health management.

Medsphere

> "
>
> Virtana is the glue that binds the tools between AWS and Azure together. We can now identify provisioning patterns more effectively, leading to people looking at the data differently and asking better questions.
>
> "
>
> **Robert Kilian,**
> CTO of Medsphere Systems Corporation

THE CHALLENGE:

Limited Visibility During Hypergrowth

Managing cloud costs across multiple accounts and platforms, such as AWS and Azure, proves to be an arduous task for any organization. Add an acquisition or two to the mix, and managing those public cloud environments becomes even more challenging. That's where Medsphere found itself after experiencing explosive growth fueled by a series of acquisitions over the last decade, with the rate accelerating in more recent years. The documentation some companies kept were better than others, leaving Robert Kilian, Chief Technology Officer of Medsphere, and his team to discover what each acquired company had built in their respective cloud environments and how to best integrate it into their ecosystem. And as anyone who works in this space will tell you, that is much more difficult than it sounds.

"It's common for people to think that you can bring different teams together and align them all on the same tools in a matter of weeks or a few days," observed Kilian. "In reality, it doesn't happen that quickly. It can take years for good centralization to occur."

Building centralization is critical for effective development—and it's key to how Kilian would position Medsphere for long-term success.

"We were faced with sprawl across tons of different products across Amazon and Azure, loads of various accounts, and a lot of teams managing these cloud products without a way to get a clear, central perspective of the data," said Kilian. "To look at each of these individual components and try to figure out where there might be some cost savings was a real challenge. Each individual on my team has deep familiarity with certain cloud products all the way down to the code level. However, those insights were spread out and difficult to bring together in a way that provided a unified view of our complete cloud environment. And then we'd acquire another company and have to start all over again."

THE SOLUTION:

A Robust Cloud Cost Management Platform with Centralized Visibility

When Kilian and his team began looking at Virtana Cloud Cost Management (CCM), things started looking up. "Seeing the Virtana demo was a game changer," said Kilian. "The demo showed us some things we knew about and other things we missed." Upon deployment, Medsphere quickly identified optimization opportunities, ranging from overprovisioning to idle resources, that would have taken significantly longer to uncover using in-house tools.

In addition to getting complete visibility into all the cloud products and services within their environment,

Medsphere also received detailed insights that helped demystify their cloud costs. Virtana CCM's real-time data collection and analytics allow Medsphere to quickly analyze data across all their deployments, helping them to avoid end-of-the-month billing surprises and stay on budget, even as conditions and options change.

Medsphere can now easily break out cloud-cost data and match it to specific departments or business units.
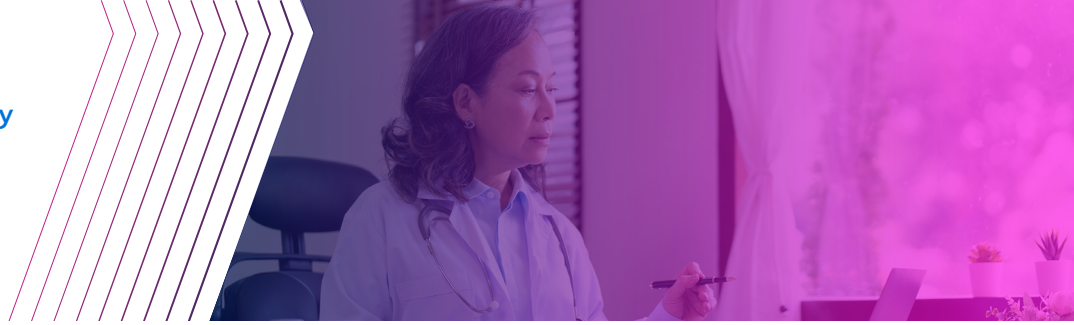
They can customize reports to get deep insight into their cloud bills and automate the distribution of those reports to ensure the right people got information that was relevant to them. And when you get people the data they need, you increase the likelihood of other internal stakeholders adopting and aligning with changes in the company.

When reflecting on his engagement with Virtana as a company, Kilian said, "Not only is the product amazing, but the team is awesome. They're super friendly, extremely competent, and highly engaged. That's a difficult combination to find, and it made selecting Virtana a no-brainer."

THE RESULTS:
Already Over 20% Savings and Greater Uniformity

The solution went beyond identifying idle resources into providing Medsphere with a single-pane-of-glass view of all their cloud resources from AWS and Azure. Not only does this visibility make integrating current and future tech stacks from acquisitions easier to manage for Kilian's team, but it also accelerates and expands the value Medsphere gains from each of its acquisitions.

"We've already saved over 20% in annual cloud costs and are still deploying the solution to the rest of our cloud infrastructure, and there's more to come," said Kilian. "Virtana is the glue that binds the tools between AWS and Azure together. We can now identify provisioning patterns more effectively, leading to people looking at the data differently and asking better questions."

Kilian continued, "Probably the biggest benefit is that Virtana CCM has allowed us to get a better sense of the product and infrastructure designs from a central IT DevOps perspective." Medsphere now has the insights they need to help guide conversations and make data-driven decisions for establishing consistent infrastructure and product standards that provide real value to their customers and their company. "In short, the Virtana platform has helped open up conversations and given powerful insights into complex cloud infrastructure spanning multiple products with broadly different operating parameters," Kilian concluded.

FUTURE:

With the goal of rightsizing Medsphere's cloud environment well underway, their next important objective is to stay rightsized. While other cloud cost management tools are limited to providing basic cost capabilities, Virtana offers organizations the ability to adopt a proper FinOps practice and implement something Virtana calls cloud governance. With cloud governance, organizations can create custom policies and automatically see any policy violations (and potential actions) on their overview dashboard.

"The cloud governance functionality is powerful," Kilian observed. "The ability to create flexible, custom policies that make certain optimization actions automatically and configure them in the context of resource groups will help us better maintain control of our budget while reinforcing the standards we've established for how we develop our infrastructure and build our products."

Virtana continues to work with Medsphere to ensure Kilian's team has the powerful analytics and recommendation tools they need to scale growth while keeping cloud costs at a minimum.