

MEDAMERICA SAVES THOUSANDS IN HARDWARE COSTS AND PLANS FOR GROWTH WITH TURBONOMIC



Reclaimed Unused Resources



Increased IT Team Productivity



Saved Thousands and Avoided Unnecessary Hardware Purchases



SITUATION

Since 1975, MedAmerica Billing Services, Inc. (MBSI) has been a leading provider of high quality coding, billing, auditing, accounts receivable management and reporting services to emergency medical services and physicians across the United States. The Modesto, CA-based company has an impact on billing services provided to almost 5 million patients each year.

Shawn Wood, Assistant Manager of Systems Administration at MBSI, oversees a datacenter in the midst of a migration from HP ProLiant rack mount servers to Cisco UCS Blade Server Chassis, as well as a desktop migration from fat client Windows XP to Virtual Desktop Infrastructure (VDI)-based Windows 7. MBSI's server clusters consists of 5 hosts supporting 128 virtual machines (VMs) and the desktop clusters consists of 9 hosts supporting 650 VMs, both utilizing Dell Compellent SAN. Wood leverages VMware vSphere across the environment.

More than 85% virtualized, and with a large virtual desktop environment, MBSI's environment is fairly intricate. "We're a medical billing company, so all applications must be HIPAA compliant," said Wood. "This makes our environment even more complex to monitor and manage, especially as we make these transitions and continue to grow."

Initially using vCenter Operations to monitor the environment, Wood found that the tool gave a good deal of information but was not easily digestible and difficult to provide concise reports to his boss. It was also just plain expensive. "We wanted something to give specific actions to resolve our performance issues rather than merely monitoring them and sending alerts."

"With Turbonomic, we noticed a difference in our environment immediately."

- Shawn Wood, Assistant Manager, Systems Administration

After reviewing a number of monitoring tools, Wood found Turbonomic to be the only platform that did exactly what they needed. "Turbonomic gave us complete control over our environment, right out of the box," said Wood. "And at such a competitive price, it was a no-brainer."

COMPANY

MedAmerica

www.medamerica.com

CHALLENGES

- Inability to guarantee performance of mission-critical applications in rapidly expanding virtual environment with existing tools
- Inconsistent Quality of Service (QoS) and disruption of virtualized workloads
- Inefficient use of virtual and human resources
- Difficulty identifying issues of resource contention within environment

TURBONOMIC SOLUTION

- Turbonomic intelligently and automatically senses changes to application demand and adjusts infrastructure supply in real-time to improve utilization and ensure service delivery

MEDAMERICA SAVES THOUSANDS IN HARDWARE COSTS AND PLANS FOR GROWTH WITH TURBONOMIC

Turbonomic quickly pinpointed areas of waste within the environment, allowing Wood to recover 2 terabytes of disk space, and also enabling him to save MBSI thousands of dollars in hardware costs. "Prior to Turbonomic, we planned on purchasing four additional hosts to support our desktop migration, but after installation we realized we only needed to buy two. If I had to put a number to it, I'd say we saved around \$7,000."

AUTOMATION, CAPACITY PLANNING AND ENVIRONMENT MIGRATION

As MBSI's environment continues to undergo changes, Wood has found great value in the ability to fully automate all vMotions. "Not only are we migrating from HP to Cisco UCS servers and from Windows XP to Windows 7 desktops, but also from Dell Compellent SAN to Tegile storage," said Wood. "There's a lot of major changes taking place in our environment, making it more important than ever to have the type of control Turbonomic gives us."

No longer having to manually address issues and firefight within the environment, Wood and his team of three IT professionals have time to focus on more important matters, including planning for growth. "One of the most useful features in making sense of all this change has been the Capacity Planning function," said Wood. "We've used it to play out a lot of scenarios, and its been particularly helpful when planning for the virtual desktop migration."

"THE CUSTOMER SUPPORT HAS BEEN GREAT"

Since becoming a customer in July 2014, Wood says he's "been incredibly impressed" by Turbonomic's customer support. "I hear regularly from members of your Customer Success team, who are always ready and able to jump in and provide the help I need to get the most out of the platform."

ABOUT TURBONOMIC

Turbonomic delivers an autonomic platform where virtual and cloud environments self-manage in real-time to assure application performance. Turbonomic's patented decision engine dynamically analyzes application demand and allocates shared resources to maintain a continuous state of application health.

Launched in 2010, Turbonomic is one of the fastest growing technology companies in the virtualization and cloud space. Turbonomic's autonomic platform is trusted by thousands of enterprises to accelerate their adoption of virtual, cloud, and container deployments for all mission critical applications.

RESULTS

- *Autonomic platform drives real time performance across a diverse environment*
- *Eliminated resource contention through full automation of vMotions*
- *Increased staff productivity and ability to plan for the future*
- *Recovery of 2 terabytes of disk space and avoided \$7,000 in unnecessary hardware costs*

"Turbonomic gives us immediate answers to any question we might have. It tells us with just one glance at the dashboard how our environment is doing and takes actions automatically to keep it healthy."

Shawn Wood
 Assistant Manager,
 Systems Administration
 MedAmerica