virtana | Case Study

Cloud-based Benefits Administration Platform Raises the Bar for Uptime with Virtana Service Observability

ABOUT

Industry
Cloud-Based Financial Management

Location
USA

CHALLENGE

Cloud-based Benefits Administration Platform needed a cloud-based monitoring solution on GCP that let engineers focus on core work instead of managing monitoring tools.

RESULTS

Virtana improved workflows by provisioning virtual machine monitoring directly from within the VMware vCenter server.

ABOUT:

Cloud-based Benefits Administration Platform is a service provider that understands the criticality of delivering uninterrupted value to customers, which effectively required guaranteeing uptime of five 9s (99.999%) They needed a cloud-based monitoring solution that delivered the same level of reliability as their own software.

THE CHALLENGE:

The Benefits Administration Platform wanted a cloud-based monitoring solution, hosted on Google Cloud Platform (GCP), that would allow their engineers to focus on core competencies without diminished productivity due to time spent deploying, maintaining and troubleshooting monitoring tools. They needed a solution that was automatically updated and maintained and that had a built-in support system so they could focus on optimizing and supporting their own products and services. Virtana Service Observability allows organizations to take advantage of the Virtana monitoring platform capabilities within minutes and without requiring IT specialists. The cloud-based version of the monitoring platform addresses end-to-end monitoring and management needs and allows IT professionals to focus on delivering value in their own solutions rather than worrying about keeping the lights on.

> “We are extremely meticulous. We absolutely can’t — and won’t — introduce something to our customers until we are 100 percent certain it’s going to meet their expectations.”
>
> **Systems Engineer**
> Cloud-based Benefits Administration Platform

THE RESULTS:

The Benefits Administration Platform standardized on Microsoft Windows in a virtualized environment and is leveraging Virtana for the platform's superior Windows-monitoring capabilities. They were particularly impressed with the integration and monitoring of Windows Remote Management (WinRM) and will use Virtana to automate remediation of Windows-related issues as a future step in their implementation. Virtana greatly improves workflows by provisioning virtual machine monitoring directly from within the VMware vCenter server. The Google Kubernetes Engine (GKE) Integration that integrates Virtana and GKE also enabled the Benefits Administration Platform to more effectively monitor their Kubernetes clusters, ensuring optimal performance of workloads running those environments. Virtana allows them to focus on their core competencies and deliver more value to their customers. Virtana also treats customers as partners and collaborates to continuously drive product and process improvements together.

> "We chose the platform to watch our core systems for us. We get significant cost savings because we don't have to bring the monitoring in-house and we don't have to support it on our own. We can focus on what we need to focus on as engineers."
>
> **Systems Engineer**
> Cloud-based Benefits Administration Platform

> "Our experience with Virtana support has been excellent. We are picky because we can't afford downtime, so we have extremely demanding criteria for rolling out solutions. We have been very rough on them, and they have been nothing but true professionals."
>
> **Systems Engineer**
> Cloud-based Benefits Administration Platform

WHY IT MATTERS:

Innovation is at the heart of everything both companies do, leading to a unique partnership between Cloud-based Benefits Administration Platform and Virtana. Cloud-based Benefits Administration Platform is driven to remain a leader in the health care industry through their own cloud-based solutions but also through the adoption of other cloud-based technologies that are developed with the same intrinsic values — the relationship with Virtana is a prime example of that approach.

©2025 Virtana. All rights reserved. Virtana is a trademark or registered trademark in the United States and/or in other countries. All other trademarks and trade names are the property of their respective holders. [0725-01]