

Viewpost

**About****Industry**

SaaS, Financial

Company size

50-200

Headquarters

Maitland, FL

**Objective**

To get visibility into gaps of AWS resources cost, and find performance-safe savings.

**Success**

Clarity of AWS costs, right-sized EC2 instances, and actionable performance alerting.

Featured Commentators**Lawrence "LT" Telfort**

Systems Administrator

Viewpost Gets Insights To Cut AWS Cost in Half**The Company**

As a fintech company with a customer base of over 300,000, Viewpost needs expansive, scalable IT infrastructure for delivering its invoicing and payment services. At the same time, the company must balance infrastructure performance and reliability with cost efficiency.

That need, along with CloudWisdom's commitment to customer support, is why Viewpost selected CloudWisdom as a key solution in its infrastructure management toolkit.

The Challenge**Controlling Cloud Computing Costs**

When Viewpost moved its infrastructure several years ago to a completely cloud-based infrastructure running on AWS, its engineers quickly realized that they required more visibility into cloud computing costs than AWS's native tools provided.

"We had to figure out how much our resources were costing us," said Lawrence "LT" Telfort, Systems Administrator at Viewpost. "We wanted to capture the missing gaps."

Those gaps included a lack of visibility into questions such as how much memory the company's EC2 instances were consuming, and whether engineers could reduce costs by lowering memory allocation without sacrificing performance.

Tracking memory usage proved difficult at first because "there is no memory foot-printing within AWS natively," said Shawn Strickland, Operations Manager for Viewpost. That pushed the team to look for solutions that could track metrics like memory usage.

The Solution

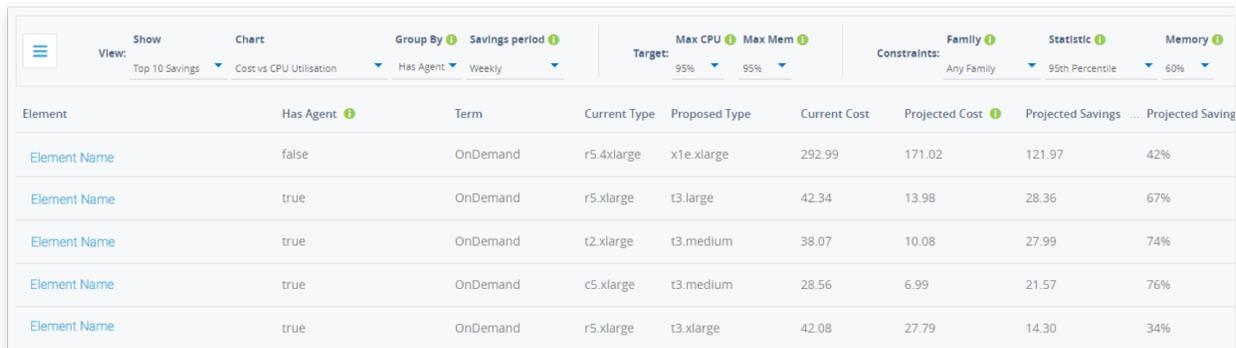
CloudWisdom's Best-in-Breed Cost-Management Features

At first, Strickland said, he wrote a tool himself to provide this visibility. But as soon as he began experimenting with CloudWisdom, he and his colleagues realized that it provided all the cost-management functionality they required—in a more effective way than their in-house solution (and other commercial APM tools).

“Most tools couldn’t manage cost in any way, shape or form, and CloudWisdom provided better features than we could build.”

With the help of CloudWisdom’s cost-management functionality, Viewpost was able to reduce its AWS infrastructure costs by more than half, according to Strickland.

“We had instances that were over-provisioned, and CloudWisdom helped us see that they were being underused so we could resize them,” said Telfort, who added that CloudWisdom “helped us be more agile with how we use instances.”



The screenshot shows the CloudWisdom interface for EC2 Recommendations. The top navigation bar includes 'Show' (set to 'Top 10 Savings'), 'Chart' (set to 'Cost vs CPU Utilisation'), 'Group By' (set to 'Has Agent'), and 'Savings period' (set to 'Weekly'). There are also 'Target' settings for 'Max CPU' and 'Max Mem' (both set to 95%) and 'Constraints' for 'Family' (set to 'Any Family'), 'Statistic' (set to '95th Percentile'), and 'Memory' (set to '60%').

Element	Has Agent	Term	Current Type	Proposed Type	Current Cost	Projected Cost	Projected Savings	Projected Saving
Element Name	false	OnDemand	r5.4xlarge	x1e.xlarge	292.99	171.02	121.97	42%
Element Name	true	OnDemand	r5.xlarge	t3.large	42.34	13.98	28.36	67%
Element Name	true	OnDemand	t2.xlarge	t3.medium	38.07	10.08	27.99	74%
Element Name	true	OnDemand	c5.xlarge	t3.medium	28.56	6.99	21.57	76%
Element Name	true	OnDemand	r5.xlarge	t3.xlarge	42.08	27.79	14.30	34%

CloudWisdom's EC2 Recommendations for Viewpost's environment

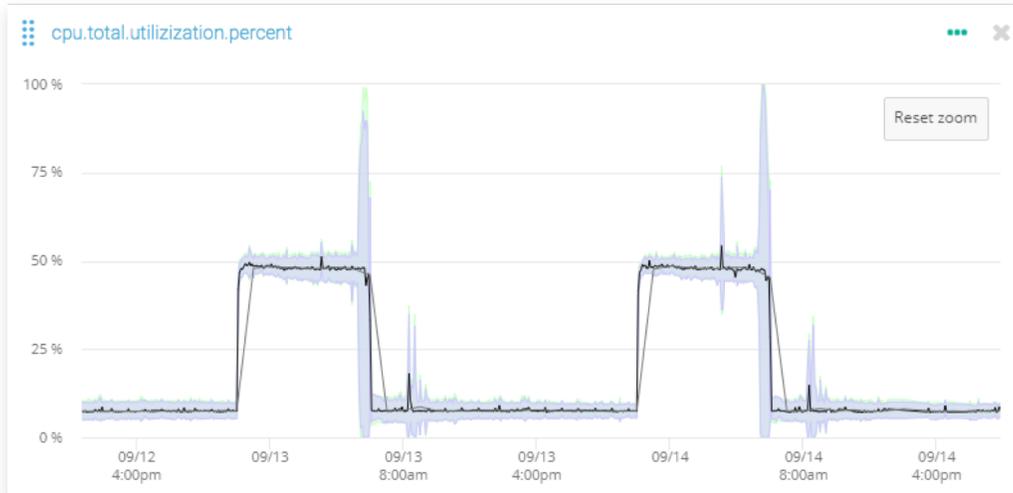
Actionable Alerting

In addition to helping Viewpost achieve a dramatic reduction in cloud infrastructure costs, CloudWisdom assisted engineers in improving application reliability and performance.

“CloudWisdom helped us to alleviate performance problems on our most critical infrastructure—our data tier and our operational tier.”

He also said that CloudWisdom has replaced many of Viewpost’s alerting systems, reducing the number of tools that engineers need to manage—without compromising visibility. “It helps us get actionable data to resolve problems.”

This is particularly true thanks to CloudWisdom’s support for custom dashboards, which help engineers set up reliable monitoring and easy-to-interpret alerts for any type of environment that they need to support. With CloudWisdom, “I was able to create custom dashboards, whereas before we had to wade through so much data” and rely on multiple tools in order to identify problems, Telfort said.



CPU utilization shown with machine learning bands (purple and green)

Unparalleled Support

A third key benefit for Viewpost's engineers is the exceptional level of technical support that CloudWisdom's team provides. When asked what he likes most about CloudWisdom, Strickland said, "It's the support engagement, including at the executive level. It is one of the few companies where that is actually a value."

"I always feel like CloudWisdom is trying to be proactive" with customer support. "It's rare that it's a reactive type of situation."

Going forward, Telfort, Strickland and their team plan to leverage CloudWisdom as they move more workloads to containerized and serverless environments. "We're doing more and more in the container and serverless space," Strickland said. "It's extraordinarily problematic to manage those scenarios, but we're working closely with CloudWisdom to help us optimize the use of serverless platforms and containers."



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Virtana
2331 Zanker Road
San Jose, CA 95131
Phone: +1.408.579.4000