zenoss
Own IT.

Success Story:

WEX Health

WEX Health

Cloud-Based Health Care
Financial Management

Connecticut, USA

Highlights

> Leading provider of cloud-based health care financial management solutions

> Software services to over 200,000 employers and more than 17 million consumers across U.S. and Canada

> Service-level agreements (SLAs) with customers that guarantee five 9s (99.999%) uptime

> IT infrastructure spans cloud and on-premises virtualized environment

> WEX Health chose Zenoss Cloud as a Service (ZaaS) for near instantaneous deployment, significant cost reductions and integration capabilities

What Was Keeping WEX Health IT Leaders Awake at Night?

As a cloud-based service provider, WEX Health (previously Evolution1) understood 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.

> **"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."**
>
> – Dale Lashley, *Systems Engineer, WEX Health*

Why WEX Health Chose Zenoss Cloud

WEX Health 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. Zenoss Cloud allows organizations to take advantage of the Zenoss 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 chose the ZaaS 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."**
>
> – Dale Lashley, *Systems Engineer, WEX Health*

How Zenoss Solved WEX Health's Problem

WEX Health standardized on Microsoft Windows in a virtualized environment and is leveraging Zenoss 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 Zenoss to automate remediation of Windows-related issues as a future step in their implementation. Zenoss greatly improves workflows by provisioning virtual machine monitoring directly from within the VMware vCenter server. The Google Kubernetes Engine (GKE) ZenPack that integrates Zenoss and GKE also enabled Wex Health to more effectively monitor their kubernetes clusters, ensuring optimal performance of workloads running those environments.

Two main benefits to WEX Health by usingZenoss Cloud:

1 Zenoss allows WEX Health to focus on their core competencies and deliver more value to their customers.

2 Zenoss treats customers as partners and collaborates to continuously drive product and process improvements together.

> **" It excites me how receptive Zenoss is to ideas. When we make suggestions or requests, they engage with us about those ideas. That receptiveness leads me to invest in the product even more. "** – Dale Lashley, *Systems Engineer, WEX Health*

Innovation is at the heart of everything both companies do, leading to a unique partnership between WEX Health and Zenoss. WEX Health 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 Zenoss is a prime example of that approach.

> **" Our experience with Zenoss 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. "** – Dale Lashley, *Systems Engineer, WEX Health*