Viewpost decreases AWS expense by 50% and maintains ongoing cost control

ABOUT

Industry
Electronic payments and online invoicing

Headquarters
Orlando, Florida, USA

CHALLENGE

Fill the visibility gaps of AWS resource costs and find performance-safe savings

RESULTS

Cut AWS expense in half and maintain steady cost control over the long term

ABOUT Viewpost

As a fintech company with a customer base of over 300,000, Viewpost needs an 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.

viewpost®

> "
>
> When you're moving rapidly, waste can accumulate. Virtana Cloud Cost Management makes it easy to catch before too much happens. For example, a report recently uncovered unused instances we were able to decommission, saving $1,500 per month. While that's not a ton of money, it can quickly add up. But with Virtana, we can pay attention to every dollar.
>
> "

Sean Strickland,
Director of Infrastructure at Viewpost

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

When you rely on guesswork, the tendency is to overprovision, but this is an expensive approach that Viewpost wanted to avoid. AWS pumps out a massive CSV file every day that contains a lot of data, but there is no easy way to make sense of the details. The team would have to spend hours digging into it to try to get the information they needed. Not only was this highly inefficient and unsustainable, the massive file didn't even provide everything they required.

For example, Viewpost needed to understand how much memory their EC2 instances were consuming and whether engineers could reduce expenses by reducing memory allocation without sacrificing performance. **"There is no memory foot-printing within AWS natively," said Sean Strickland, Director of Infrastructure at Viewpost, "That pushed us to look for solutions that could track metrics like memory usage."**

THE CHALLENGE:

Cloud provider's native tools fall short on cost visibility

When Viewpost moved its infrastructure several years ago to a completely cloud-based infrastructure running on AWS, its engineers quickly realized they needed more visibility into cloud computing costs than AWS' native tools provided. As they scaled out the infrastructure and increasingly moved toward autoscaling, it was critical to understand what the costs would be month over month. "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."

> ❝
>
> Virtana Cloud Cost Management helped us be more agile with how we use instances
>
> ❞
>
> **Lawrence "LT" Telfort,**
> Systems Administrator at Viewpost

> "
>
> It's one of the few companies where the support engagement, including at the executive level, is actually a value. I always feel like Virtana is being proactive with customer support, wanting to understand how we're using the product and if there are any scenarios they hadn't thought about
>
> "
>
> **Sean Strickland,**
> Director of Infrastructure at Viewpost

THE SOLUTION:

Virtana Cloud Cost Management for complete visibility and unparalleled support

At first, Strickland wrote a tool himself to provide this visibility. But as soon as he began experimenting with Virtana Cloud Cost Management, 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," said Strickland, "and Virtana Cloud Cost Management provided
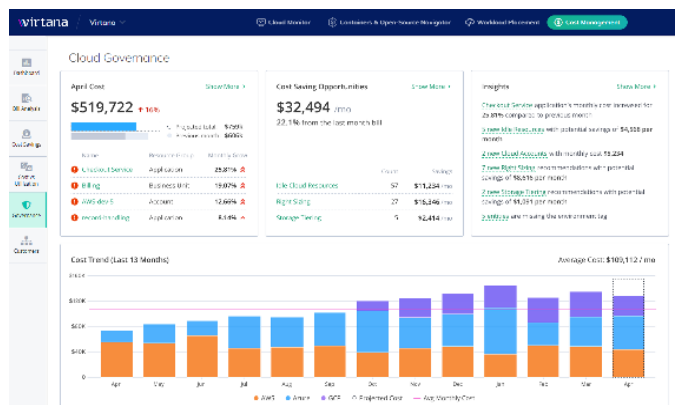
better features than we could build."

In addition, the product was delivered with an exceptional level of technical support. **"It's one of the few companies where the support engagement, including at the executive level, is actually a value,"** said Strickland, noting "I always feel like Virtana is being proactive with customer support, wanting to understand how we're using the product and if there are any scenarios they hadn't thought about."

THE FUTURE:

Expansion into containerized and serverless environments

Going forward, Telfort, Strickland, and their team plan to leverage Virtana Cloud Cost Management as they migrate 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 Virtana to help us optimize the use of serverless platforms and containers."

RESULTS:

Up-front cost reduction with ongoing stability

With the help of Virtana's cost-management functionality, Viewpost was able to reduce its AWS infrastructure costs by more than half, according to Strickland.
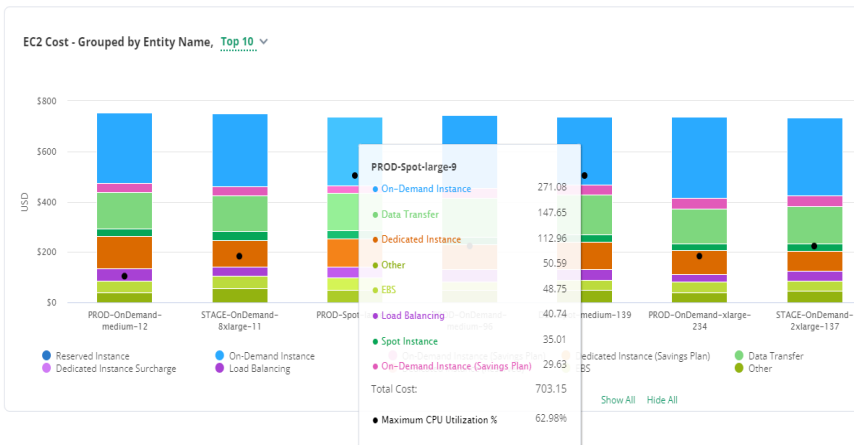
"We had instances that were overprovisioned, and Virtana Cloud Cost Management helped us see that they were being underused so we could resize them," said Telfort.

Virtana Cloud Cost Management provides recommendations based on constraints Viewpost defined, making it easy to identify appropriate instances and evaluate how moving into a new instance will deliver cost savings or performance benefits. "Virtana helped us be more agile with how we use instances," Telfort added.

Plus, Virtana Cloud Cost Management enables the team to keep costs steady on an ongoing basis, even with the inevitable changes that come with increased agility. "When you're moving rapidly, waste can accumulate," said Strickland.

"Virtana Cloud Cost Management makes it easy to catch before too much happens. For example, a report recently uncovered unused instances we were able to decommission, saving $1,500 per month. While that's not a ton of money, it can quickly add up. But with Virtana, we can pay attention to every dollar."

Virtana Cloud Cost Management - clarity on cloud costs across multiple cloud providers and accounts with proactive reports and dashboards

> Most tools couldn't manage cost in any way, shape, or form and Virtana Cloud Cost Management provided better features than we could build

Lawrence "LT" Telfort,
Systems Administrator at Viewpost