

WebOps saves 40% on its operations using CloudHesive managed services

Company Summary

Since 2006, WebOps, a provider of digital healthcare solutions, has provided software solutions to medical device manufacturers and distributors, third-party logistics providers, and healthcare facilities.

The WebOps Logistics® Software Platform is a comprehensive inventory management solution for the healthcare supply chain. It provides a reliable way to track high value medical devices and equipment throughout the supply chain using features such as warehouse and consignment management, loaner tracking, and automated inventory updates. Using data analysis tools coupled with over four hundred data elements available to report on, WebOps Analytics® provides insight into the business and is changing the way our customers view their world.

WebOps eCommerce® online ordering platform enables customers to quickly and easily order from their computer or mobile device.



INDUSTRY

→ Healthcare

SEGMENT

→ Private

REGION

→ NAMER

THE CHALLENGE Downtime and inefficient employee onboarding hinder growth

WebOps had an AWS environment and wanted to minimize downtime and ensure better operational efficiency. Uptime for WebOps' product lines and applications are critical to keeping its current customer base and enabling its team to achieve its growth targets.

WebOps to onboard its entire environment the AWS and engage CloudHesive to provide ongoing managed services to support it as an external IT team.

In addition to WebOps' AWS infrastructure management needs, WebOps was struggling with a slow and unwieldy onboarding process for internal employees. The company had a bring your own device (BYOD) policy, and setting up the variety of devices for new employees proved to be a heavy load for the already overburdened IT team and opened the door to security threats.

THE SOLUTION Stepping up cloud, system operations, and security operation management

When the CloudHesive professional services team evaluated the WebOps infrastructure, they noted room for improvement in four key areas: monitoring, network device, end user, and operating system management, and security operations management.

→ **Monitoring and billing management**

CloudHesive deployed CloudOps, a management and monitoring service for AWS environments, to monitor the security, performance, and costs, in order to find areas for cost efficiency.

→ **System operations management**

CloudHesive deployed Ninja RMM for end user management and operating system management.

→ **Security operation management**

CloudHesive deployed an extended detection and response (XDR) solution to ensure the AWS environment and the sensitive information it holds is continuously secure. The solution includes using Datadog for security information and event management (SIEM) logging and Trend Micro for security operations.

THE BENEFITS Gaining scalability and cost efficiency

WebOps saw immediate as well as longer-term benefits to the CloudHesive solution. CloudHesive now provides end-to-end monitoring and management of WebOps' environment, which has resulted in a 40% cost savings on hosting.

The new platform and managed services enabled WebOps to quickly scale resources up or down based on the business needs, ensuring flexibility and cost effectiveness. With CloudHesive's proactive monitoring and maintenance as well as the 24/7 support and management, security threats and maintenance issues are resolved before they escalate and result in downtime.

Additionally, CloudHesive managing new employee onboarding, the administrative onboarding of new hires takes just two days, freeing WebOps' IT team to focus on developing its core business.



Services that Drive Success

MANAGED SECURITY SERVICES

- End point security, intrusion detection, Encryption as a Service (EaaS), centralized log management
- End-to-end management of security tools and processes
- Weekly reporting and assistance with compliance audits

MANAGED SERVICES

- Complete, end-to-end monitoring and management of the environment
- Managed patching, backups, and oversight
- Governance of the production environment

DEVOPS

- Deployment of Archera for billing management
- Deployment of Ninja RMM for end user and operating system management
- Deployment of Datadog for SIEM logging and Trend Micro for security operations

Customer benefit summary

- 40% operational cost savings
- Fewer outages and 99% uptime
- New hire onboarded in two days instead of weeks
- IT team free to focus on core goals

AWS technologies used

- AWS Connect

Third-party technologies used

- Ninja RMM
- Datadog
- Trend Micro
- Archera

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