FinOps brightens cloud future
for Alpine Health Technologies

USD 150,000 savings

expected from reduced Azure cloud costs over three years

Predictable forecasts

to help with future cloud budget planning

Faster innovation

for health industry customers

Client
Alpine Health Technologies

Industry
Information technology

Platform
Azure Cloud

Services
Managed FinOps Services

Country
Puerto Rico

Alpine Health Technologies began migrating to Microsoft's Azure cloud platform so it could provide advanced IT services to clinics, insurance companies and other healthcare organisations across Puerto Rico. But it soon discovered that it needed to rein in fast-rising cloud expenses and make more efficient use of its new capabilities.

Alpine turned to SoftwareOne's Managed FinOps Services which helped the company save about USD 50,000 over the first year alone. It now has its cloud costs under control to confidently manage its Azure environment and focus on innovative IT solutions that help healthcare organisations bring patients the health services they need.
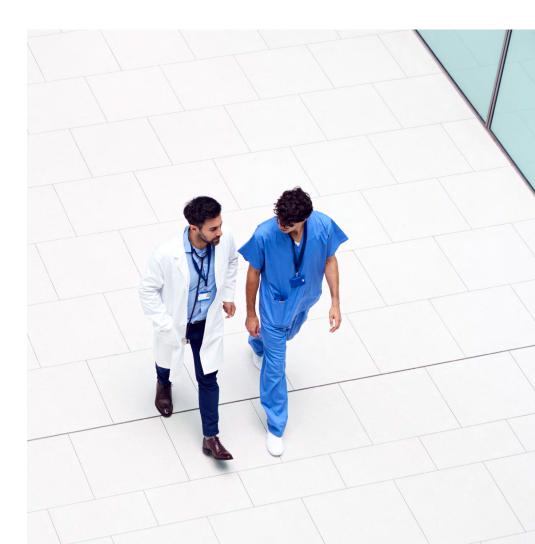
The challenge

Reliable IT services for the health sector

Reliable IT services are critical in healthcare. Hospitals and other healthcare providers need to securely manage sensitive patient data, exchange information quickly with other healthcare organisations and operate digital equipment around the clock to provide urgent care and support.

As one of the region's leading providers of healthcare IT solutions, Alpine Health Technologies helps hospitals, insurance companies and other organisations with cloud infrastructure support, application development and IT security to ensure IT estate security, increase technical efficiency, optimise their clinical documentation and medical billing systems, and more. By offering innovative tools and services based on the latest technologies such as cybersecurity solutions, machine learning and AI, Alpine enables its clients to meet the healthcare needs of Puerto Ricos' three million residents.

To ensure that it could continue to offer cutting-edge IT services, Alpine had begun migrating to Microsoft's Azure cloud platform. However, it soon found that its cloud costs were growing rapidly.

Alpine has worked with SoftwareOne since 2016, receiving support for software asset management (SAM), compliance assessments, IBM audits and Microsoft contract management and renewals. Knowing that SoftwareOne had helped it control costs through these other projects, Alpine asked for support in managing its Azure cloud consumption and spending.

Building Alpine's foundation for a mature FinOps practice

Alpine planned to eventually move all its workloads to Azure, it wanted to gain greater visibility into its immediate cloud spending, improve its ability to identify unnecessary cloud consumption and grow its expertise in FinOps, a practice for cloud financial management. It also wanted to improve efficiency through greater use of process automation.

SoftwareOne began by implementing its Managed FinOps Services to help Alpine get immediate control over its cloud consumption and spending. SoftwareOne has a team of over 200 FinOps Foundation-Certified Practitioners. Leveraging their knowledge, Alpine built its in-house FinOps expertise and learnt how to use and benefit from SoftwareOne's certified cloud management platform.

SoftwareOne's FinOps Managed Services are designed to provide organisations with useful intelligence into their cloud software usage and costs. These services use a three-phase framework – inform, optimise and operate – to enable continuous improvement and ongoing cost efficiency. SoftwareOne began by guiding Alpine through an initial workshop and capability assessment to understand the company's existing FinOps processes, roles and responsibilities. It then established benchmarks to help Alpine achieve its desired level of FinOps maturity and began guiding stakeholders across the business in how to right-cost and right-size their cloud environments.

To ensure that Alpine would eventually be able to manage its own FinOps practice, SoftwareOne also helped key people across the organisation learn how to implement optimisation strategies, track performance against key performance indicators (KPIs) and review budget thresholds, chargebacks and alerts.

▐▐

SoftwareOne's Managed FinOps Services and FinOps tooling have paved the way for us to establish effective cloud financial management which helps us to keep track of our costs and constantly optimising them. We can now say we are getting the most out of our cloud investments.

▐▐

Miguel Crespo,
Security Administrator
Alpine Health Technologies

The outcome

■ **Improved visibility**

As it worked with SoftwareOne, Alpine grew its FinOps capabilities to the point that it could implement its own FinOps practice and began to improve visibility of its Azure consumption. Alpine can now view consumption patterns across individual departments or projects with a single click. Reliable forecasts help with future cloud budget planning.

■ **Spend control**

The certified FinOps platform provides the organisation with an easily accessible, centralised tool for cloud cost optimisation. With these new capabilities, Alpine has significantly lowered its cloud expenses. And the insights it can access using FinOps tooling help it to make faster, data-driven decisions. This enables the company to add new cloud services and deliver innovative and customised solutions that help hospitals and other institutions keep their IT environments running and secure.

■ **Savings of 14%**

Across all its Azure services, Alpine now expects to save around USD 50,000 over a year – 14% of its total Azure costs – with a total savings of USD 150,000 estimated over three years. The greatest savings have come from optimising the use of reserved instances – which reduced costs by almost USD 34,000 in the first year – as well as from improving its development/testing environments and bring-your-own-license capabilities.

■ **Increased efficiency**

By optimising the development environment it uses to test solutions for its customers, Alpine can also deliver innovative new services for customers faster than before, and ensure that these are effective and cost-efficient. Using insights from FinOps tooling, product and project managers can identify inefficiencies in how Azure services are being used and can make improvements and strengthen security. FinOps tooling also provides analysis and recommendations that can be tailored to specific users' needs.

CONTACT US TODAY

Find out more at
www.softwareone.com

SoftwareOne AG | Headquarters
T. +41 44 832 41 69
E. info@softwareone.com

software One