nClouds | AWS Case Studies
Welkin Health

How nClouds helped Welkin Health reduce its AWS costs continuously, with no lock-in and no risk.

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Industry
Digital Healthcare

Location
San Francisco, CA

Challenge
Reduce AWS costs continuously, with no lock-in and no risk

Featured Services
AWS Consolidated Billing, ShareSave Service by nOps, nOps Cloud Management

About Welkin Health, Inc.

Founded in 2013, Welkin Health is a digital health company. It provides patient management software that helps healthcare organizations improve patient engagement by supporting a continuum of care for preventative, follow-up and chronic care management. Through its workflow and communication software, Welkin aids healthcare teams to prioritize patient outreach and contact members via SMS, phone call, telehealth, chat, fax, and email. Welkin's Patient Relationship Management platform, with its ability to create custom configurations for each customer, helps teams focus on building and maintaining long-term relationships with their patients that are essential to their health and recovery. For more information on Welkin Health, go to welkinhealth.com

Benefits Summary

Volume pricing discounts & single bill simplicity with AWS consolidated billing

Cost savings for AWS compute commitments with the flexibility of no lock-in using ShareSave Service by nOps

Continuous access to AWS Well-Architected recommendations with nOps

CHALLENGE

Reduce AWS costs continuously, with no lock-in and no risk.

"To support its fast-growth business, Welkin Health needed to optimize its AWS costs and wanted to have the flexibility to try new AWS services without being locked into savings commitments."

Joe Oest
VP of Finance, Welkin Health

Why AWS and nClouds

In 2021, nClouds offered Welkin Health two new ways to optimize costs: AWS consolidated billing for AWS Organizations and ShareSave by nOps.

Welkin Health had an ongoing relationship for two years with nClouds, which began with nClouds performing an [AWS Well-Architected Framework Review](#) (WAFR) of its production workload in 2019. nClouds used the [nOps](#) cloud management tool during the WAFR, which revealed opportunities to enhance Welkin Health's infrastructure across the five pillars of the AWS Well-Architected Framework: cost optimization, reliability, performance efficiency, security, and operational excellence. Based on the WAFR recommendations, Welkin Health asked nClouds to help it redesign the network architecture and make the application suite highly available by distributing it across two AWS Availability Zones.

Welkin Health continues to use nOps. They are impressed with nOps's ability to function like a forensic accountant and an infrastructure auditor, providing continuous insights on the health of its infrastructure and monitoring changes that impact resource utilization and cost.

Welkin Health leverages Amazon Web Services:

- **AWS Organizations** - Provides policy-based management for multiple AWS accounts.
- **Consolidated billing for AWS Organizations** - A feature in AWS Organizations that enables Welkin Health to consolidate billing and payment for multiple AWS accounts. nClouds provides the consolidated bill to Welkin Health.

Welkin Health's solution stack also includes additional, essential third-party tools:

- **nOps** - A SaaS cloud management and intelligence platform that continuously optimizes cost, security, performance, reliability, and operational excellence, aligned with AWS Well-Architected Framework best practices.
- **ShareSave Service by nOps** - A cost optimization program for AWS compute costs offered by nOps with a shared-savings pricing model. This SaaS platform collects Amazon CloudWatch and AWS CloudTrail logs. It automatically reacts in real time by purchasing Amazon EC2 Reserved Instances (RIs) and/or AWS Savings Plans (SPs) upon an increase in compute usage and selling them upon a decrease in compute usage.

aws partner network

Premier
Consulting
Partner

Data & Analytics Competency
DevOps Competency
MSP Partner
Migration Competency
SaaS Competency

> " I appreciate that nClouds has continued to recommend new ways for Welkin Health to save on AWS costs over the past two years. Those savings are fueling the innovation to enhance our care management platform for our healthcare clients."
>
> **Dima Limonov,**
> VP Engineering, Welkin Health

The Benefits

Teaming with nClouds, Welkin Health, Inc. has improved control over its cost and infrastructure. The project offers numerous benefits:

Volume pricing discounts & single bill simplicity with AWS consolidated billing

As a free service, the AWS consolidated billing feature of AWS Organizations gives Welkin Health one bill with easy tracking across multiple accounts and the ability to combine their usage across all accounts to gain volume pricing discounts.

Cost savings for AWS compute commitments with the flexibility of no lock-in using ShareSave Service by nOps

Welkin Health is currently getting onboard with nOps' ShareSave Service. ShareSave Service finds real savings, potentially up to 40% net savings off current Amazon compute On-Demand pricing. ShareSave grabs the most lucrative discounts in the Amazon EC2 Reserved Instance Marketplace and utilizes 3-year, no-upfront commitments when purchasing SPs. nOps will share a percentage of the savings with Welkin Health, which increases if Welkin Health's volume expands or they purchase additional nClouds services. And, with ShareSave Service, Welkin Health is not locked into specific AWS services, so its engineers have the flexibility to innovate with new AWS services and even apply their savings to modernization initiatives.

Continuous access to AWS Well-Architected recommendations with nOps

Using nOps, Welkin Health has visibility to all changes in its AWS environment, including those that impact costs. nOps provides continuous recommendations on remediations to help Welkin Health optimize costs and align with best practices in the other pillars of the AWS Well-Architected Framework (reliability, performance efficiency, operational excellence, and security).

About nClouds

nClouds is a certified, award-winning provider of AWS and DevOps consulting and implementation services. We partner with our customers, as extensions of their teams, to build and manage modern infrastructure solutions that deliver innovation faster. We leap beyond the status quo.

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