CloudHealth®
by **vmware**®

ClickSoftware Fuels Global Workforce Management

CLICKSOFTWARE ("CLICK") IS A LEADING PROVIDER OF WORKFORCE MANAGEMENT SOLUTIONS – FOR ANY TYPE OF MOBILE WORKFORCE – ON A GLOBAL SCALE. Well-known names, such as Ericsson, National Grid, Orange, and Liberty Mutual rely on Click's solution, which is used by a large (and growing) number of field technicians worldwide. The company's field service management offerings are trusted by more enterprises than any other mobile workforce management solution, which is why Click needed a cloud management platform they could trust.

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–ERAN SHARON

Cloud Services Program Manager, ClickSoftware

THE CHALLENGE

Viewed as *the* mobile workforce management standard for companies, Click saw an opportunity to broaden its customer base by offering a SaaS version of its on-premises offering. Enabling companies to deploy at a quicker rate opened up a wide-range of possibilities and Click decided to move to AWS public cloud to make it happen. However, moving to a public cloud infrastructure presented challenges. As adoption grew, Click needed greater visibility into its AWS environment and a better way to control costs. The company thought about developing a solution on their own, but it would have cost them thousands of development hours.

400%

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THE SOLUTION

The company decided to move forward with the CloudHealth platform, known for enabling organizations to easily manage costs, improve governance, automate actions, and mitigate security risks. Adoption was easy, allowing Click to realize benefits of the platform within weeks. In particular, Click has been taking advantage of CloudHealth's cost governance and automation capabilities, while also leveraging customizable dashboards and reports that ease the entire AWS management process. "Through CloudHealth's intuitive interface, we are able to easily view all AWS assets, while putting policies and alerts in place that have been able to deliver immediate benefits beyond cost savings," stated Eran Sharon, Cloud Services Program Manager."

THE RESULTS

As a large AWS consumer, CloudHealth has enabled Click to measure and manage data more effectively through easy-to-consume data insights and reports. "Without CloudHealth, our cost management process would take much longer," said Eran. Click is also taking advantage of CloudHealth's customizable dashboards that give visibility into assets the company previously couldn't see, such as utilization measures, daily instance usage, and projected costs. The company has also been able to achieve resource savings based on the platform's governance and automation capabilities. Further, with CloudHealth alerts, Click has been able to benefit from cost avoidance – in addition to cost savings – and plans to start using additional rightsizing reports and features shortly.

While the company has yet to take advantage of all of CloudHealth's features, the platform has already generated a lot of value. "During the Proof of Concept phase, we were able to uncover hidden costs that allowed us to reach an ROI of 400% within only two weeks. And we haven't even scratched the surface of all the capabilities the platform has to offer," added Eran.