VMware vSphere® with Operations Management™ enables agile IT infrastructure

A specialty benefits provider in hyper-growth

Covering over seven million people, ACI Specialty Benefits is one of the nation’s top ten providers of Employee Assistance Programs. The company also offers premiere Workplace Wellness, Concierge, and Student Assistance programs.

"The first time looking at that single pane of glass was very surprising for us to see all of our different VMware infrastructure— at the data center, at headquarters, everywhere. Being able to see where we stood was a game changer.”

Ryan Fay, CIO
ACI Specialty Benefits

ACI gained:

- The ability to onboard 5,000 new users in an hour, while continuing to provide an outstanding customer experience
- Improved performance to support 250 more connections per second on each web server and expand customer access to ACI’s online services
- Better IT planning and decision-making to support exponential business growth
- An infrastructure platform that provides ACI a competitive advantage

"vSphere with Operations Management allows me to confidently report to our executive team that we are poised and ready to implement a new client, to onboard a customer, or to expand within a customer base.”

Erin Krehbiel, President
ACI Specialty Benefits

Delivering an exceptional customer experience with proactive virtualization management

ACI migrated to a virtualized data center and implemented vSphere with Operations Management, resulting in:

- 7 million+ customers
- 95% customer retention rate
- 92% of users say ACI services improved their quality of life
- Anytime, anywhere access to services – text, email, chat, online access, mobile apps, 24/7 live answer phone

With a user base growing 100% year-over-year and a focus on anytime, anywhere online access, ACI needed a clear view of available capacity and a platform agile enough to accommodate dramatic growth.

20% savings in CapEx expenses
55% performance improvement
25% less time spent on diagnostics and problem resolution
50% boost in consolidation ratios

Click here to learn more about the world’s leading virtualization platform.