VMware vSphere® with Operations Management™ enables agile IT infrastructure

A specialty benefits provider in hyper-growth

ACI SPECIALTY BENEFITS

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."
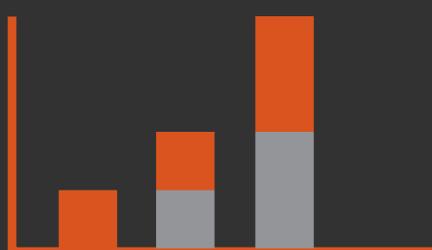>
> Ryan Fay, CIO
> ACI Specialty Benefits

7 million+ customers

95% customer retention rate

Anytime, anywhere access to services – text, email, chat, online access, mobile apps, 24/7 live answer phone
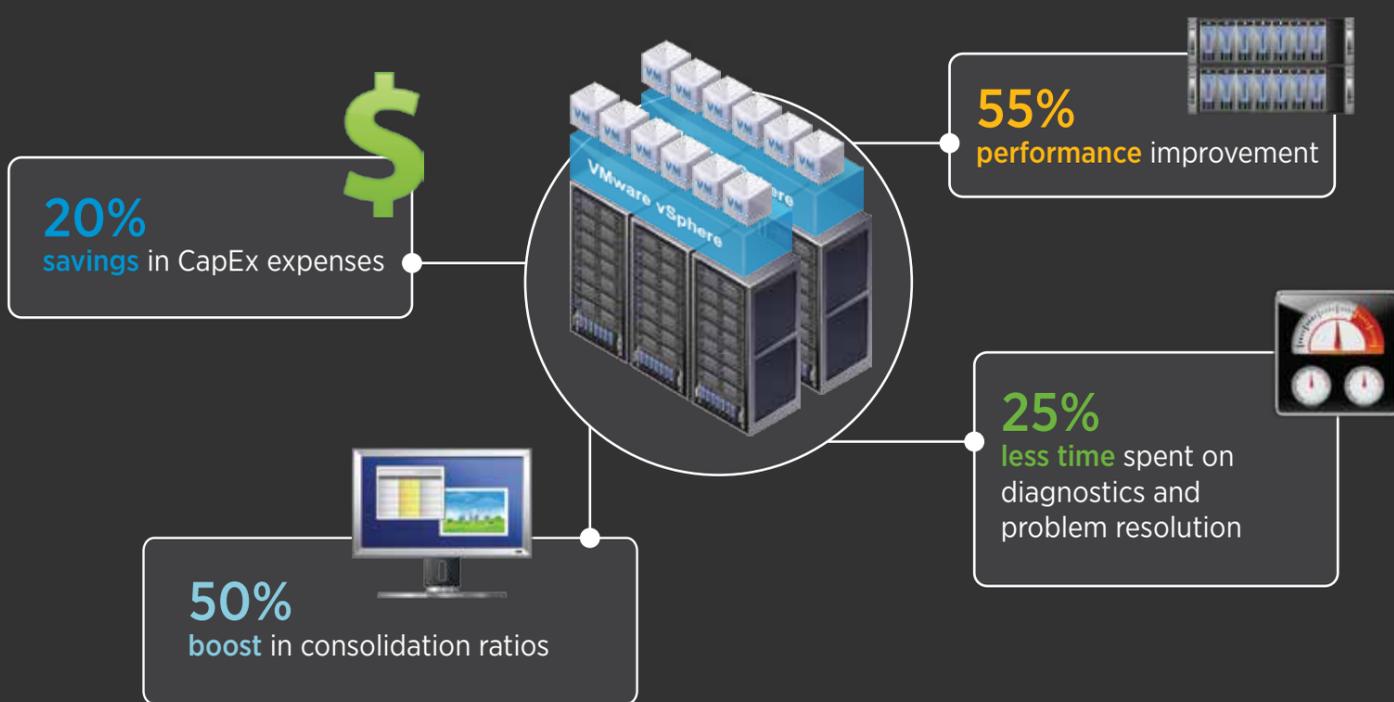
92% of users say ACI services **improved their quality of life**

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.**

Delivering an exceptional customer experience with proactive virtualization management

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

VMware vSphere

55% performance improvement

20% savings in CapEx expenses

25% less time spent on diagnostics and problem resolution

50% boost in consolidation ratios

ACI gained:

- The agility 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

vmware®

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