

# VPay® simplifies IT infrastructure for performance, availability and efficiency



## VPAY CASE STUDY



Fintech/Insuretech  
[www.vpayusa.com](http://www.vpayusa.com)

### Challenge

Increase efficiency and speed of payment processing while realizing a more robust DR strategy. .

### Results

- 4x increase in IOPs
- Nearly 10x boost in throughput
- Half the latency
- All performance delivered with end-to-end encryption
- 3:1 data reduction
- 100% reduction in storage management
- Outfitted two data centers for the price of one
- RTO in minutes

“We implemented Datrium for all systems driving our day-to-day processing and immediately saw measurable improvements. Now, anything that demands high performance goes right on Datrium.”

### Gilbert Martin

Director of Infrastructure, VPay

### Company Challenge

#### Challenges that Could Impact Delivery

Leading payment processor, VPay, facilitates 80,000 to 300,000 transactions for its clients daily – adding up to billions of dollars’ worth of transactions annually. And each year, that volume could as much as double.

Each day VPay makes hundreds of thousands of payments to providers, service providers and policyholders on behalf of health plans, dental plans, third-party administrators, workers’ compensation and auto insurers. With over half of its payments going out electronically, VPay relies on its infrastructure for fast, efficient processing. Additionally, VPay automatically sends each recipient a remittance from a database of more than 160 million files.

With demands like these, the company is constantly assessing its infrastructure to ensure timely processing and delivery of sensitive financial and payment data. Payment processing bottlenecks or downtime could cost hundreds of thousands of dollars in unplanned expenses and impact customer satisfaction.

“We have two types of payments: same day or next day,” explained Gilbert Martin, Director of Infrastructure, VPay. “When we get client files, we have to process and send payments as soon as possible.”

When lagging performance and transaction failures threatened to slow payments, the company eyed its incumbent storage as the culprit – at the time only two years old.

### Results

#### ‘Unbelievable Performance’

Martin hesitated to approach leadership about a full storage swap, considering how recently they had purchased the existing solution. But he also knew that avoiding extra expenses alone would pay for an upgrade. Ideally, he needed to find a solution to integrate within his existing infrastructure for a performance boost – without other costly changes.

Scanning the market, he considered Datrium, vSAN, Dell Compellent, EMC and Pure

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**Gilbert Martin**

Director of Infrastructure, VPay

Storage. With Datrium’s Automatrix platform, which converges primary storage, backup, DR, encryption, and mobility, VPay could retain its existing Dell servers. In fact, Datrium works with any type of host, ensuring that VPay doesn’t remain locked into specific hardware.

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The economics of Datrium also convinced Martin’s management. With Datrium’s efficiency, VPay could migrate its core processing loads at its primary and secondary data centers for the cost of just one location with an alternative solution – not even counting the hardware upgrades the other solution would require.

VPay proceeded to roll out Datrium fully at both sites. With help from a Datrium sales engineer, the company completed the entire install within six business days – despite the fact that it happened over a major holiday.

Running in Insane Mode, Datrium DVX delivered about 4X the IO performance of NetApp and nearly 10X the throughput, with 50 to 75 percent less latency. Overall data reduction came in at 3:1. “We implemented Datrium for all systems driving our day-to-day processing and immediately saw improvements.” Martin said.

**All Workloads, and Backup, Rely on Datrium**

Since the initial rollout, VPay has added six data nodes, eight hosts with SSDs, and moved its entire virtual workload to Datrium at all three sites.

Cost efficiencies enabled the company to add a second data center as a disaster recovery (DR) site. At the same time, they switched their backup from Veeam to Datrium. Now, they automatically replicate the headquarters location at the first data center, and the first data center over to the second data center (the DR location).

With the additional throughput, VPay now runs autonomous snapshots much more frequently, with production snaps hourly.

They also significantly expedited recovery time. Instead of 10+ hours for a recovery time objective (RTO), with Datrium, recovery takes mere minutes – supporting essential revenue-generating activities.

**Zero Storage Management Time**

The IT team now manages storage right in VCenter. With no LUNs to manage, or errors to chase, the company reduced storage management time by 100 percent on the Datrium side – freeing up 60 percent of one FTE. Moreover, Datrium storage doesn’t require a storage-specific skillset; anyone on the team can understand it.

“Storage management is night and day with Datrium,” Martin said. “Our production systems stay online, and if there are any errors, Datrium’s real-time VM analytics let us know precisely where the problems are so we can address them quickly.”

**The Performance to Meet Promises**



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Manpower efficiency coupled with hardware savings and performance gains amount to a lower total cost of ownership with Datrium. VPay gained the performance it required and the speed and efficiencies it needed. For Martin and the leadership team, this investment made good business sense.

“Security is not optional for processing electronic payments, and we take a layered approach,” Martin added. “Datrium Blanket Encryption secures our data end-to-end with no performance degradation, so we can meet performance and security expectations at the same time.”

**About VPay**

VPay® is today’s total payment solution for claim payments for workers’ compensation and auto insurers, health plans, dental plans and third-party administrators. By reducing checks with fast secure electronic payments that simplify the reconciliation process while also eliminating processing and management costs, VPay helps companies realize unexpected and unprecedented returns. For more information, visit [www.vpayusa.com](http://www.vpayusa.com).

Learn more about Datrium open convergence at [www.datrium.com](http://www.datrium.com).

