



CUSTOMER SUCCESS STORY

AI CHAT PLATFORM PROVIDER

#PRIVATECLOUD #MULTICLOUD #AI #AWS #DEVOPS #KUBERNETES #SAAS

AI Chat Platform SaaS Provider achieves 50% savings by moving DevOps workloads to OpenMetal



OpenMetal On-Demand Private Cloud (built on OpenStack) helped Pypestream cut their cloud expenses in half and gave them a true business partner to help customize their cloud environment and fuel their growth.

Founded in 2015, Pypestream delivers the industry’s most human-friendly self-service assistant, the Customer Engagement Center (CEC), a next-gen conversational AI solution that rapidly transforms any business into a fully automated digital brand.

While experiencing rapid growth from the outset of their organization, self-service automation developer, Pypestream, knew that they needed to build a long-term multi-cloud technology roadmap to sustain their success. With cloud hosting expenses being their greatest challenge, they began to look for alternative cloud options.

CHALLENGE:

Pypestream uses AWS as their primary cloud platform. And for many use-cases this remains the best option for them. But requiring a cloud agnostic platform for new product offerings that were in the pipeline presented challenges including **high costs, unpredictable billing, desire for an open source platform, and competitive conflicts.**

Pypestream also needed to ensure that any new or additional provider had well documented processes and procedures that they could use to demonstrate compliance for themselves and their own customer base.

Pypestream wanted to find a cloud provider that would commit to working closely with them to build and deploy a long-term solution that would deliver the advantages they needed to take their company to the next level.

Productivity

Operate easily and efficiently to keep DevOps focused on product development and customer support vs managing data centers or infrastructure

Profitability

Operate as cost-effectively and competitively as possible to maximize margins and use savings for reinvestment into additional staff and resources

Reliability

Ensure that their hosting platform deliver the 24/7/365 reliability and performance their own customers expected from Pypestream

SOLUTION

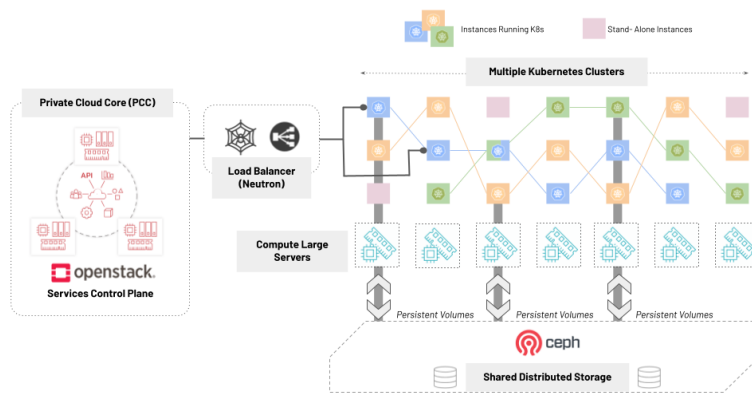
After extensive research into multiple providers, Pypestream recognized that OpenMetal's On-Demand Private (OpenStack) Private Cloud was a fit for multiple reasons including:

- Ease of Migration
- Transparent Pricing
- Built-in Compliance
- A team dedicated to their success
- Easy access to IaaS built on OpenStack



SCAN TO DOWNLOAD
FULL CUSTOMER STORY

TECHNICAL ARCHITECTURE



With an OpenMetal cloud deployment, Pypestream owns all of their cloud infrastructure so they can control their own density. Instead of paying per Virtual Private Cloud or by running VMs, Pypestream is able to provision multiple Projects and Clusters at a flat rate.

Pypestream had OpenMetal build and deploy a cloud for their DevOps infrastructure that includes:

- Private Cloud Core with three Standard servers which runs their Control Plane
- Several Large V1 Servers added in a converged fashion (Compute and Storage only)
- Ceph network distributed Storage Cluster
- OpenStack API integrations and cloud capacity to run Kubernetes across 140 Compute Instances

When transitioning from AWS, Pypestream was able to easily move their microservices and Kubernetes instances into OpenMetal's environment by using OpenStack APIs. Overall, the biggest advantage that Pypestream gained through OpenMetal's architecture based on OpenStack is the ability to control density and layer multiple workloads across the same hardware.

THE OUTCOME

Within the first six months, Pypestream recognized cost savings of over 50% over AWS, which they have used to reinvest in new staffing, resources and initiatives.

The lower cost of operations is affording them to be competitively priced in the marketing to attract and grow additional customers. They now have greater agility within their testing and production environments which is increasing productivity and helping get products to market faster. The open source nature of Openstack on the OpenMetal infrastructure is empowering Pypestream to spin up a brand new low-code/no-code environment for their customers to be able to build their own solutions.

For Pypestream, OpenMetal took away the complexity of implementing an OpenStack private cloud and helped them arrive at a cost-effective alternative cloud solution that is helping to fuel their growth further.

www.OpenMetal.io