The Client

Zendesk is a cloud-based industry leader that provides help desk management solutions offering customizable tools to build customer service portals, knowledge bases and online communities. They are a service-first CRM company that builds software designed to improve customer relationships. EverOps has worked with Zendesk on a variety of projects from office build-outs and retiring its physical data centers to kubernetes adoption. We're proud to continue growing with Zendesk as we enter our second decade of partnership.

The Challenge

Zendesk had a fast growing infrastructure that created an expensive monthly bill as a result of long running instances and related licensing. They were looking to reduce their overall spend quickly without impacting their infrastructure negatively. Additionally, Zendesk needed to improve their engineering productivity around their infrastructure procurement process so they could maintain their velocity and quality as the infrastructure footprint grew.

The Solution

EverOps worked with Zendesk engineers to review their infrastructure spend and related licensing costs for all 2500 EC2 instances to see where the most valuable changes could be made. This in depth review provided the necessary data for EverOps to create a solution roadmap that drove several initiatives for this goal:

- Migrate away from Chef into leveraging immutable AMI procurement workflow that drove a consistent and repeatable process for creating instances
- Automated recycling of instances once a month which saves engineering time overall as well as ensuring that the instances were consistently up to date on all security patching needs.
- Leveraged the latest OS available, eliminating the need for ESM licenses for the 2500 EC2 instances.
- Migrated all instances to be deployed behind an ASG. This allowed the ability to scale based on load.

The Business Outcome

Everops was able to implement a fully automated solution for instance creation that was codified, repeatable and secure which resulted in:

- Reduction in infrastructure compute costs of 70%
- Reduction in licensing costs and dependencies on external vendors
- Increase in engineering efficiency by reducing instance procurement times

As a result of the above outcomes, Zendesk is now able to grow their infrastructure quickly, securely and efficiently while enabling their engineers to focus on new projects and business as they arise.