



WebOps takes control of its AWS spend with managed services, agentic FinOps and a validated modernization path

Learn how EPI-USE Services for AWS turned WebOps' AWS bill into clear, prioritized decisions with human-governed AI agents on Amazon Bedrock, and validated a path to database modernization.



Overview

WebOps runs the surgical logistics platform that medical device manufacturers and distributors rely on to get the right implants and instruments to the right operating room, and back again for redeployment. As the platform grew, so did its AWS footprint, making cloud the company's second-largest cost after people. WebOps needed a partner that could explain what was driving that spend, not simply report it.

EPI-USE Services for AWS delivered a next-generation managed service built on agentic FinOps. AI agents running on Amazon Bedrock interrogate WebOps' own billing and usage data, establish what moved and why, and draft the findings in business language, with an EPI-USE specialist reviewing and approving everything before it reaches the client. The result is a cloud bill that explains itself, and monthly reviews spent making decisions rather than reconstructing invoices. By proving those savings month after month, EPI-USE Services for AWS earned the trust to take on a bigger question: whether WebOps could move off Microsoft SQL Server Enterprise Edition, one of its largest AWS costs, onto Amazon Aurora PostgreSQL.



10% to 80% Confidence
CEO confidence that AWS spend is necessary spend

Significant
Reduction in unnecessary AWS spend

Validated
Path to Amazon Aurora PostgreSQL

About WebOps

WebOps is a cloud-based platform for medical device inventory management and surgical logistics. Founded in 2005 and headquartered in Atlanta, Georgia, the company pioneered web-based logistics technology for the medical device industry and connects case scheduling, surgical kit tracking, field inventory visibility, usage capture, billing, and compliance into a single workflow.

WebOps does not manufacture or store implants. It enables manufacturers and distributors to move inventory efficiently to where surgery is happening across orthopedic, spine, trauma, and extremity procedures, while maintaining a full digital chain of custody for every kit, implant, and shipment. The platform operates at production scale: for a single customer, WebOps manages roughly 140,000 surgeries a month.





AWS Services Used

AI and FinOps

Amazon Bedrock (EPI-USE FinOps agent)

Databases and modernization

Amazon RDS

Amazon Aurora PostgreSQL-Compatible Edition

Babelfish for Aurora PostgreSQL

AWS Database Migration Service

Compute, containers, and caching

Amazon EC2

Amazon ECS

Amazon ElastiCache

Networking, storage, and observability

Amazon VPC

Elastic Load Balancing

Amazon S3

Amazon CloudWatch

Benefits and Metrics

- + Significant reduction in unnecessary AWS spend through right-sizing and environment consolidation
- + 10% to 80% increase in CEO confidence that AWS spend is necessary spend
- + Agentic FinOps on Amazon Bedrock surfacing spend drivers and anomalies early, with human approval on every recommendation
- + Validated modernization path off Microsoft SQL Server licensing costs
- + Phase 1 proof of concept confirmed the first WebOps database running on Amazon Aurora
- + Monthly cost and service reviews delivered as an actionable list
- + Engineering time returned from cloud cost analysis to product development



The Challenge

Understanding what was driving a growing cloud bill

WebOps is a software company. It carries no inventory and operates no warehouses, so its spending concentrates in two places: the people who build the product and the tools they build it with. AWS sits at the top of that second list.

Eric Anderson, Chief Executive Officer of WebOps, has spent three decades in the industry and is a regular voice in the orthopedic trade press on inventory visibility and demand-driven supply chains. He describes the company's cost structure plainly. "Our number one cost is employee cost. Our number two cost is cloud cost. So as a CEO that's held accountable for hitting a number, it's important that the second highest cost of running this business is well understood."

The challenge was the lack of visibility behind the increasing cloud costs. Consumption-based pricing meant costs could climb without a clear account of which teams, environments, or services were responsible. Closing that gap fell to the engineering team, the same people responsible for building and supporting the product. "The thing about AWS is you pay by the drink, and sometimes you don't know how many people are drinking and you don't know what they're drinking and you don't know where they're drinking it, shared Anderson.

Behind the day-to-day cost question sat a larger structural one. WebOps runs Microsoft SQL Server Enterprise Edition on Amazon RDS, and because that licensing is driven by CPU, the cost scales with the volume of data the platform manages. Given how much data surgical logistics generates, SQL Server licensing had become one of the single largest line items in the company's AWS spend.

The Solution

Cost clarity first, then modernization

WebOps set out to find an AWS partner that would be responsive and proactive in equal measure. One that could optimize AWS billing and act as a genuine partner in growing the business on AWS. The engagement with EPI-USE Services for AWS began with AWS Managed Services and Cloud Cost Optimization.

Cloud Cost Optimization

EPI-USE Services for AWS began by mapping where the money was actually going, then separating necessary spend from avoidable spend. Environments were right-sized and consolidated, subscribed services that were no longer needed were eliminated, and cost allocation tagging was introduced so that spend could be attributed cleanly across development and production workloads.

“EPI-USE came in and said, here are the buckets of cost and here’s where you’re spending money. And here are areas where we think you’re spending money unnecessarily. They helped us get a lot smarter about managing that cost burden,” shared Anderson.

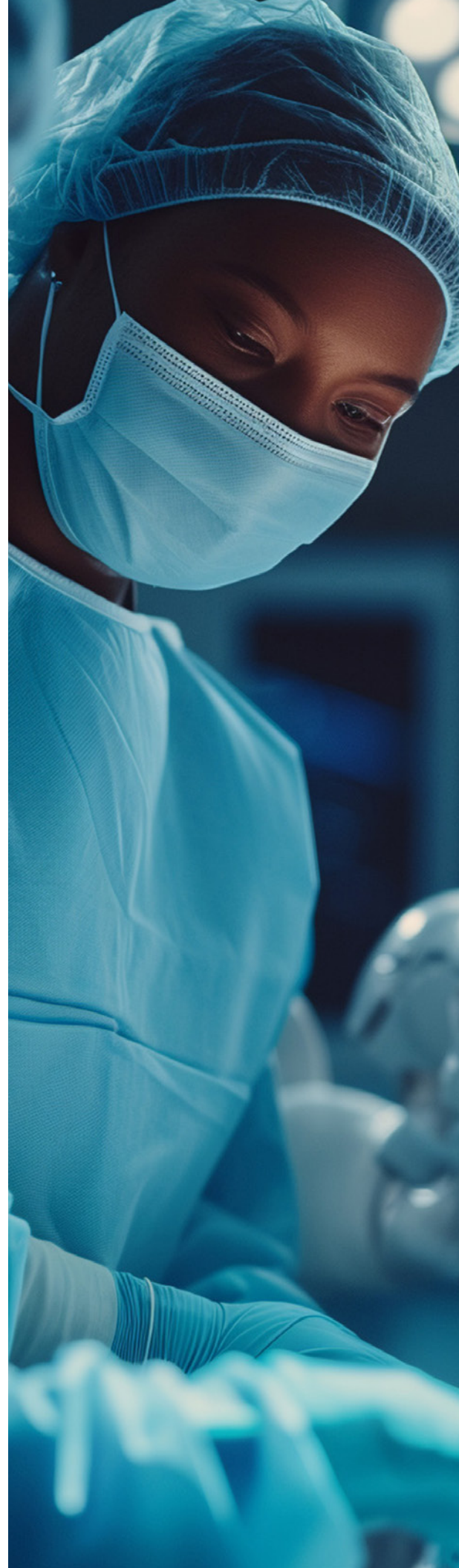
Next-Generation Managed Services and Agentic FinOps

Alongside optimization, EPI-USE Services for AWS took on day-to-day management of the environment and established a monthly review cadence. What makes that cadence different is the work that happens before the meeting.

Reconciling an estate of this size once meant a specialist working manually through thousands of billing line items against tags, accounts, and usage types. EPI-USE Services for AWS now runs that analysis through its FinOps Hub, where AI agents built on Amazon Bedrock securely query the client’s own billing and usage data, establish what moved and why, and draft the findings in business language. The agents work on cost and usage data alone. The agents have no access to the WebOps platform, its application code, or its customer data.

Nothing reaches the client unreviewed. An EPI-USE FinOps specialist validates every finding and approves every recommendation before it is issued, and any action that could affect performance, availability, or architecture is signed off by an engineer as well. The agents compress the analysis. The accountability stays with people.

For WebOps, the practical effect is a cloud bill that explains itself. Anderson explains “EPI-USE comes to our monthly meetings with a list of things that have changed and trends, either favorable or unfavorable. And then, with all my team on the call, we make decisions and we act on them.”



Anomaly detection runs continuously rather than at month end, and the partnership functions as an early-warning system on AWS changes and usage patterns that could affect cost, so WebOps engineers can make informed decisions without becoming cloud cost experts themselves. For Anderson, the shift is best measured in where his team's attention goes.

Modernization Viability Assessment

Cost credibility is what changed the conversation. After months of reviews in which the numbers held up and the recommendations paid off, EPI-USE Services for AWS brought WebOps an opportunity the team had considered but never felt able to act on: moving the platform's database off Microsoft SQL Server Enterprise Edition to Amazon Aurora PostgreSQL.

The hesitation was well founded. The WebOps platform dates back to 2005 and carries the technical debt of two decades of production use, and the database sits at the center of everything the platform does. Every surgical case has a different bill of materials depending on the procedure, the surgeon, and the hospital, and most of what ships to an operating room returns afterwards for redeployment elsewhere. The relationships in that data are dense, and the platform cannot afford to get them wrong.

EPI-USE Services for AWS conducted a Modernization Viability Assessment to establish whether WebOps' deployed version of Microsoft SQL Server could be modernized to AWS native services. The assessment concluded that Babelfish for Aurora PostgreSQL aligned with WebOps' requirements, and a Phase 1 proof of concept verified the first WebOps database running on Amazon Aurora. AWS modernization program funding covered much of the assessment and initial migration work.

With the path validated, WebOps is progressing the migration with its own team. The first customer rollout on Aurora PostgreSQL is planned for later this year, with further rollouts to follow as the program continues.



“EPI-USE
conducted a
Modernization
Viability
Assessment,
and the results
gave us the
confidence that
we could go
down the path
to implement
Aurora Postgres.”

Eric Anderson
Chief Executive Officer,
WebOps

The Outcome

Confidence in the number, and a path to lower it

As a growing company running a high-volume, data-intensive platform, WebOps still invests significantly in AWS. What changed is the quality of the reasoning behind that investment.

“EPI-USE has given me the confidence that our AWS spend is what it has to be and that I’m not spending money unnecessarily.”

Eric Anderson

Chief Executive Officer, WebOps

Anderson measures the outcome in confidence rather than in a single headline figure, because in a growing business, top-line cloud spend rises even as efficiency improves. Asked how confident he is that WebOps is spending only what it needs to spend to serve its customers and grow, he describes a move from roughly 10% to around 80%.

The operational benefits compound. Engineering time that once went into unpicking cloud invoices now goes into the product. Monthly reviews produce decisions rather than investigations. Savings plans and other available discounts are identified and applied with planning rather than discovered after the fact. And with the Aurora PostgreSQL path validated, one of the company’s largest AWS line items has a defined route to reduction.

The environment also gets better over time. As the agents accumulate history on how WebOps consumes AWS, detection sharpens and more of the routine analysis runs continuously rather than monthly. This is the direction EPI-USE Services for AWS calls AgenticOps: AI agents that detect, triage, and recommend, moving environments toward self-optimizing while engineers govern every action that matters.

Asked what he would tell another organization considering the partnership, Anderson is direct. “One of the strongest benefits that EPI-USE brings to the table is if you hire them, you will have a very clear understanding of what you’re spending money on and you will get recommendations how to spend that money more efficiently to maximum effect.”



Why EPI-USE Services for AWS

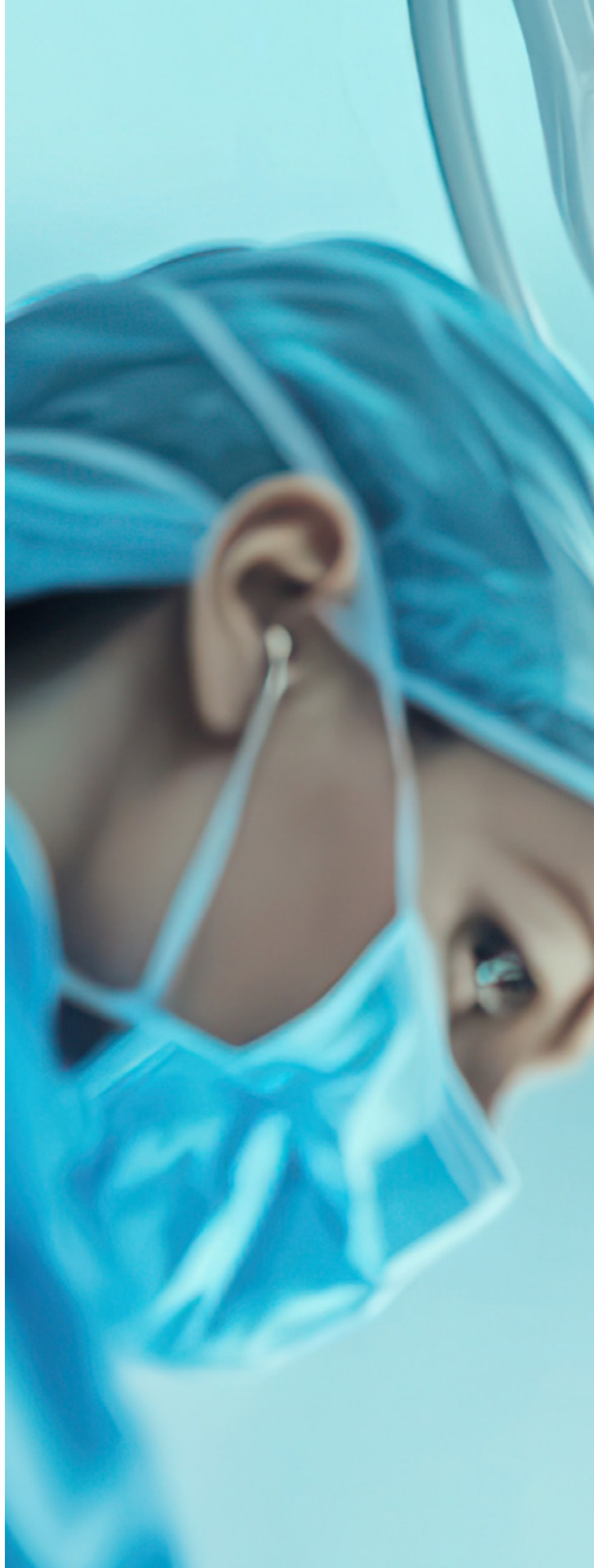
- + Cost transparency as a discipline: spend is mapped, attributed, and reviewed on a monthly cadence, so cloud cost becomes a managed line item rather than a monthly surprise.
- + AgenticOps, human-governed: AI agents on Amazon Bedrock detect anomalies and surface savings earlier, while specialists approve every recommendation and every change that touches performance, availability, or architecture.
- + Proactive, not reactive: recommendations, trend analysis, and early warning on AWS changes arrive before they become problems.
- + Modernization that funds growth: assessment-led modernization paths, supported by AWS funding programs, turn licensing cost into headroom for investment.
- + AWS specialists at the table: engagements are led by cloud architects and AWS specialists, so clients get answers rather than account management.
- + An extension of the internal team: day-to-day operations are handled by EPI-USE Services for AWS so client engineers stay focused on building product.

About EPI-USE Services for AWS

EPI-USE Services for AWS is an enterprise cloud expert and AWS Premier Partner with deep roots in SAP and ERP, serving enterprises running mission-critical workloads on AWS and tech-intensive SaaS companies, like WebOps. As part of Group Elephant, a global technology group of 4,200+ professionals across 42 countries, we bring 42+ years of enterprise technology experience to every engagement.

We hold AWS competencies across AI Services, SAP, Migration and Modernization, MSP, and Microsoft Workloads, carry 162+ AWS certifications, and serve 170+ clients globally through a validated AWS Managed Service Provider practice with 24/7 engineer support. From cloud migration to autonomous AI agents on Amazon Bedrock, we deliver Cloud Intelligence to enterprises running mission-critical workloads on AWS.

To learn more about Cloud Modernization and AWS Managed Services, email aws@epiuse.com or visit epiusecloud.com.



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- SAP Services Competency
- Managed Service Provider
- Retail Services Competency

- Public Sector Solution Provider
- Well-Architected Partner Program
- Amazon EC2 for Windows Server Delivery

- AWS Microsoft Workloads Services Competency
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