CASE STUDY INSIGHTS:

HOW COMPANIES ARE ACHIEVING AGILITY WITH AUTOMATION

The Benefits of Faster IT Service Delivery
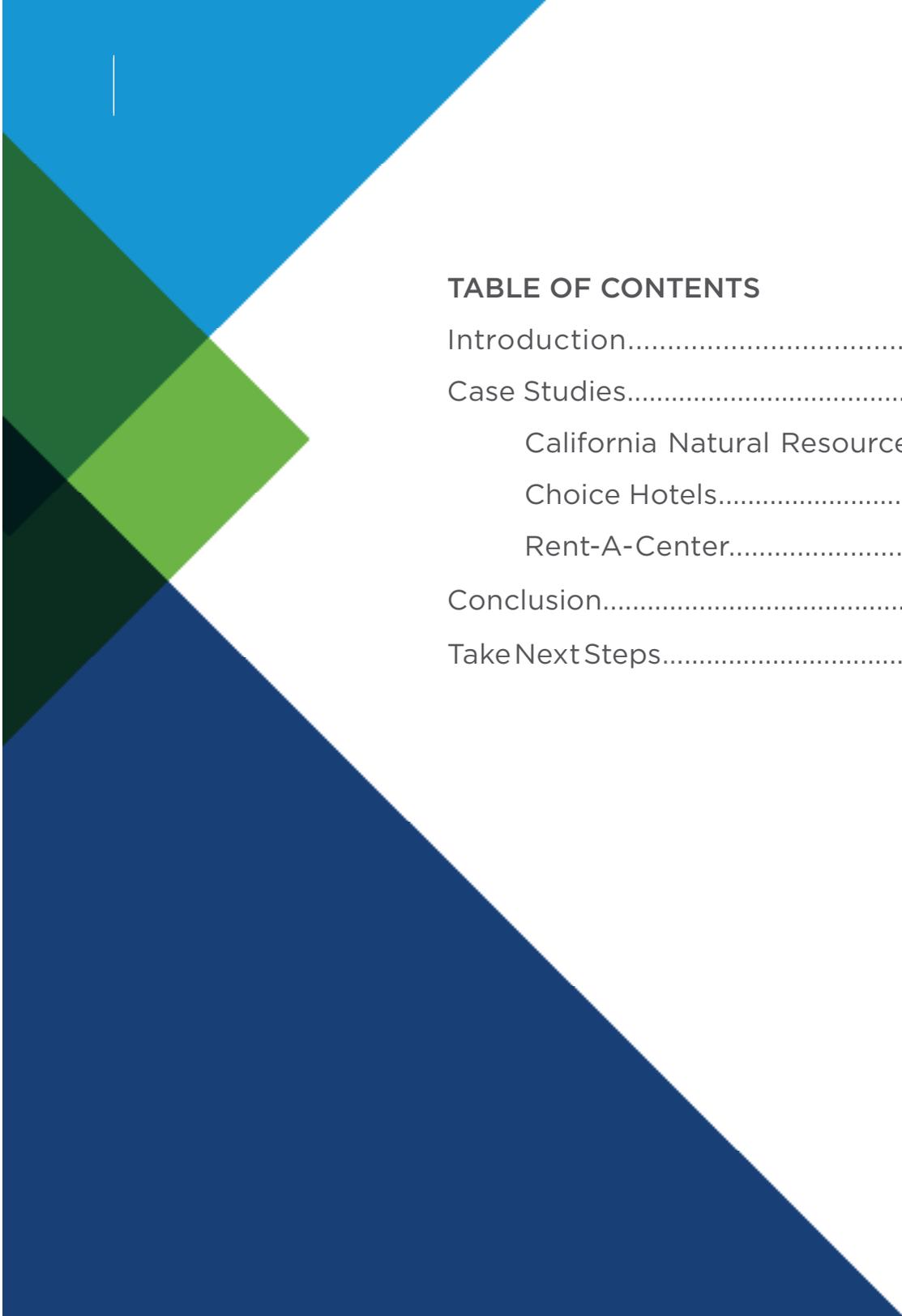
TABLE OF CONTENTS

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Introduction

With the spread of digitalization and its related expectations from consumers and business partners, more IT organizations are under pressure to deliver IT resources faster than ever before. And with multi-cloud environments becoming the standard of IT architectures, the tools for operating and managing such cloud environments securely—and without disrupting the speed that business demands—are increasingly valuable.

In this market setting, the concept of the cloud management platform has increasingly taken root for companies that must respond to the speed of business.

According to a study of IT professionals worldwide:

64%
prefer a unified solution to manage both private and public clouds in a single interface

55%
plan for automated infrastructure and application deployment

64%
desire a unified solution for cloud management and automation[1]

With VMware vRealize® Suite, VMware is providing a solution for automating the provisioning and management of IT services, helping you to:

- Automate repetitive time-consuming manual tasks

- Deliver IT resources quickly to developers and lines of business

- Enable more efficient utilization of on- and off-premises resources

With vRealize Suite, you can gain the agility to deliver IT services faster while maintaining the right balance between agility, risk, and control.

To see how IT organizations are successfully taking advantage of vRealize Suite to solve their business and IT challenges, explore the set of case studies compiled in this eBook.

California Natural Resource Agency

California Agency Uses vRealize Suite to Unify IT Operations

Challenge

The California Natural Resources Agency (CNRA) covers 33 different organizations that collectively manage and protect historical and natural resources. But while their missions were shared, the IT operations for each organization were run separately. Aiming to economize on its IT costs, the CNRA set about attempting to unify its IT operations and provide infrastructure services to its different departments by becoming an independent service provider. The goal: Deliver IT service more efficiently, automate the delivery of services, provide proactive monitoring, and offer users better visibility into their IT costs.

Solution

Making the decision to operate in a multi-cloud environment, the CNRA needed to make sure it could secure many of the applications that were important to the operations of the state government. Using VMware vRealize Suite with the VMware NSX® network virtualization platform, the agency was able to protect sensitive data and maintain isolation for different departments while still allowing self-service access to authorized users. Components of the vRealize Suite also equipped CRNA with the automation capabilities to accelerate IT delivery, operations tools to monitor performance and system health, and insight to compare the costs of private cloud services with public cloud alternatives.

Benefits

The combination of vRealize Suite and VMware NSX allows CNRA IT to accelerate time to market for its different organizations, as well as improve reliability of the services delivered and lower costs. It enables IT to dynamically configure network and security policies to meet the unique needs of each business with the appropriate level of governance. CNRA has been able to increase technology delivery capabilities by 300 percent while reducing CapEx and OpEx costs by 30 percent across the board.

Choice Hotels

Hotel Chain Checks in to the Benefits of Improved Cloud Management

Challenge

A global hotel operation with 6,300 properties in 35 countries and territories, Choice Hotels International was hampered by its inability to meet the needs of approximately 200 developers who write applications used by customers, employees, and franchisees. Fulfillment cycles for delivering application infrastructure, for instance, stretched out up to six weeks. At the same time, Choice found it difficult to fix performance shortcomings across compute, storage, and network infrastructure. "We needed a better tool to really get in there and troubleshoot and resolve those types of issues," said Joey Coco, a senior virtualization engineer with the company.

Solution

VMware vRealize Suite provided Choice with the ability to tackle both delivery and performance issues. With the automation capabilities of the VMware solution, Choice automated infrastructure provisioning for developers, including access to a self-service portal for on-demand service. And the operations capability of vRealize Suite offered guided remediation for faster troubleshooting.

Benefits

On the automation front, VMware helped Choice drastically reduce infrastructure provisioning time, putting new management apps in the hands of users in as little as 30 minutes. Operational performance—and the relationship between the IT and development teams—soared thanks to the root cause analysis capabilities that resolved performance issues before they could cause downtime. Additionally, the Choice IT team was able to reclaim more than 100 over-provisioned virtual machines in the first few weeks after implementing vRealize Suite.

Rent-A-Center

Retailer Adopts vRealize Suite to Manage Rapid Growth

Challenge

With nearly 3,000 outlets in 47 states, Rent-A-Center has become a leader in the rent-to-own industry in North America. But operating with an IT model that included on-premises servers had become unsustainable as Rent-A-Center continued to expand its retail footprint. If a problem occurred at a store-based data center, that could mean unproductive downtime while store employees or customers waited for necessary application services to resume—and an administrative headache for Rent-A-Center's IT staff. Bringing the servers back online required IT support to conduct remote repairs, or even send technical staff to the store.

Solution

Rent-A-Center determined it needed to centralize its IT model, moving all store applications—including its point-of-sale system—to the company's central data center. To support the new architecture, IT decision makers selected the VMware vRealize Suite as a means to rapidly provision infrastructure and services to the stores based on the pre-defined blueprints, or templates, that vRealize Suite offers. Network operations were also simplified with the integration of VMware NSX, which delivers micro-segmentation and granular security to the individual workload, enabling security policies to travel with the workload, independent of where the workload is in the network topology.

Benefits

Rent-A-Center has made substantial gains in deployment speed. "Before we had these tools, it took literally dozens of people a week to get a store deployed—just because of all the back-end changes that had to occur," said Michael Conroy, Senior Infrastructure Architect for Rent-A-Center. "With the new tools, we're able to deploy a hundred stores a day with minimal staff." With the centralized model, Rent-A-Center IT can easily respond to a problem at an existing store and re-provision services with minimal downtime. Automation capabilities in vRealize Suite save time on manual and repeatable tasks and free IT staff to focus on business goals instead of maintenance.

Conclusion

Accelerate IT Services Delivery for Your Business

VMware vRealize Suite accelerates IT service delivery, improves IT operations, and delivers end-user choice with control, across heterogeneous, multi-cloud environments, enabling you to achieve:

Agility:
Accelerate delivery of IT infrastructure and application services, allowing IT to fully meet the expectations of developers and line of business partners.

Choice:
Allow IT teams to leverage heterogeneous, on-premises resources, including non-VMware hypervisors, and a number of public clouds for the best workload placement.

Efficiency:
Increase the efficiency of IT staff and the utilization of data center resources; reducing both OpEx and CapEx.

Control:
Provide the right level of control to support the needs of IT teams balancing objectives across the dimensions of agility, risk, and cost.

Take the Next Steps

As the leading market share vendor in both Cloud Systems Management and Data Center Automation for three consecutive years[2], VMware offers solutions that can help you automate and manage your IT services delivery lifecycle.

Take the next steps to get started. Learn more about vRealize Suite, and explore the expert training to help you on your path.

2   IDC, Worldwide Cloud Systems Management Software Market Shares, 2015: Year of Continued Expansion, June 2016;
     IDC, Worldwide Datacenter Automation Software Market Shares, 2015: Year of Suite Success, June 2016

GET STARTED TODAY

Cloud Management with vRealize Suite

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