



### INDUSTRY

IT services

### LOCATION

Palo Alto, California

### KEY CHALLENGES

- Increase IT staff's responsiveness, thereby reducing developer disruption.
- Automate manual siloed processes currently orchestrated via ticketing system.
- Improve Predictability and quality of development/test environments

### SOLUTION

VMware deployed a private cloud solution based on VMware vRealize Suite, which helped the operations team automate the end-to-end application provisioning process as well as complete life-cycle management.

### BUSINESS BENEFITS

- Reduced workload delivery time from four weeks to under 24 hours (including testing)
- Increased productivity of 600 developers by 20 percent
- Increased business agility, improving customer satisfaction

## Automated Application Delivery a Big Win for Both IT Development and Operations at VMware

To improve service delivery agility and responsiveness to application developers and test engineers, VMware's operations organization implemented VMware vRealize™ Suite to accelerate its application delivery process. By automating the end-to-end provisioning and test process as well as leveraging VMware internal private cloud infrastructure services, VMware slashed the time needed to deliver workloads to the development team, increased the predictability of provisioning tasks, and decreased IT costs. The result helped VMware become more agile by improving developer productivity while at the same time decreasing project risk and application backlog.

VMware offers virtualization software that companies use to streamline their IT operations. VMware solutions help 500,000 customers worldwide virtualize their technology infrastructure—from the data center to the cloud to mobile devices. Headquartered in Palo Alto, California, VMware serves as a trusted partner to companies that deploy virtualization and cloud solutions to become more agile, efficient, and profitable.

### The Challenge

To meet the growing requirements of the business, the VMware IT development and operations (DevOps) group needed to quickly deploy new applications and make changes to its large portfolio of 40+ applications annually. This portfolio consists of packaged applications such as Oracle enterprise resource planning (ERP) software and custom apps such as the My VMware® portal plus integration with several SaaS Applications.

The manual process of modifying and testing new software instances was slow and often prone to error. During any project, the development team usually requires one application development and one application test instances, each of which required an average of four to six weeks to create. Once provisioned, the development team then needed another week or two to make corrections often needed to get the applications to work. As a result, business had to wait longer to deploy new productivity- and revenue-enhancing applications.

The operations group needed to improve response times to VMware internal

business customers. Their goal was to be able to deliver new application instances to development and testing teams in less than 24 hours, which includes eight hours of automated functional QA testing to make sure the application environment works before users start their tasks. The operations team services more than 600 developers and is tasked with deploying applications many times during various stages in the software development life cycle. Significantly reducing service delivery times while at the same time improving overall quality was critical to making VMware IT application development teams more productive, thereby accelerating the process of delivering applications critical to VMware business.

### The Solution

Provisioning of application instances while building new virtual machines was both labor intensive and error prone. "We quickly realized the best alternative was to move our entire infrastructure to our private cloud and automate the end-to-end process," says Venkat Gopalakrishnan, director of IT operations.

## VMWARE CASE STUDY

***“By streamlining application delivery and ongoing management, VMware vRealize Suite frees up more time for development and allows IT to be more agile.”***

— Job Simon,  
Vice President of IT Strategy and  
Architecture, VMware

### VMWARE FOOTPRINT

- VMware vSphere
- VMware vRealize Suite
- Extensibility to integrate third-party components

### APPLICATIONS ENVIRONMENTS AUTOMATED

- 40+ new or updated applications annually
- Packaged applications such as Oracle ERP
- Custom apps such as My VMware portal

### CLOUD MANAGEMENT PLATFORM

- VMware vRealize Automation – Accelerates the end-to-end delivery of infrastructure, applications, and custom IT services
- VMware vRealize Operations – Monitors health, performance, and capacity, providing the guidance to take corrective action

The operations team leveraged the VMware internal private cloud, built on a foundation of VMware software, to deliver basic infrastructure as a service, consisting of compute, storage, and networking resources. To deliver complete application environments on top of these infrastructure services, the operations team used the automation and management capabilities of VMware vRealize Suite to manage their software development life cycle process. The extensibility of vRealize Suite allows the team to rapidly re-use their existing test automation scripts and integrate third-party components such as load balancers, monitoring agents, and code repositories.

In the past, when a developer contacted operations to request a new application instance, the operations team would schedule a meeting to discuss all aspects of the multi-week provisioning process. Today, developers or test engineers can request new or manage their existing application environments through a service catalog personalized for their unique needs. After the environment has been provisioned and tested, development engineers are provided with a link to their instances, including login credentials and a dashboard that can be used to monitor the performance of their new environment. They now receive new, fully tested environments in less than 24 hours.

### Business Benefits

“With vRealize Suite’s automation capabilities, we blueprinted all our application configurations. That automation initially reduced the end-to-end application delivery times by 95 percent, from four weeks down to 36 hours,” says Gopalakrishnan. “After the first year, we have improved our process less than 24 hours.

Automation ensures that the provisioning tasks are not only fast but also consistently executed. “One of the main benefits of the automation is that we can create development and test environments quickly, in a predictable manner, with high levels of quality because human

intervention is reduced,” says Job Simon, vice president of IT strategy and architecture. “By streamlining provisioning, VMware vSphere® frees up more time for development and allows IT to be more agile.”

Today, provisioning can be initiated and executed by employees around the world. Workloads are delivered in less than 24 hours, which means that members of the development team can begin working on new projects the day after submitting their requests. Reducing provisioning time eliminates long waits for application resources. The result is up to a 20 percent improvement in overall efficiency for more than 600 VMware developers, which has reduced project risk and application backlog.

By automating the application deployment process, combined with leveraging the VMware private cloud service, VMware will realize \$6 million savings annually in infrastructure and operating costs.

While cost reduction is important, improving service was the ultimate goal. “Instead of focusing on cost cutting, we stressed our throughput and speed to delivery,” says Sunyo Suhaimi, Director, IT Cloud Transformation for VMware. “Our focus on agility helps us make business customers happier. Cost savings will come naturally from increased customer satisfaction.”

### Looking Ahead

“We feel great about meeting our provisioning goal, but our IT automation journey is not over” said Suhaimi. “We want to continue to evolve our processes as well as take advantages of other VMware software defined services like Virtual SAN™ and NSX™. In addition, we are also in the middle of a project to move selected applications to VMware vCloud® Air™. In order for the business to remain competitive, we need to continually look at how we can deliver IT Services quicker and more efficiently.”

