

A leading BPO enables Infrastructure-as-a-Service for its internal departments to accelerate provisioning, reduce costs, and improve agility

Reduces application provisioning time by 50% and manpower by 30% and increases application service availability to 99%

About the Client

The client is a global player in the business process outsourcing industry. Consistently ranked as a BPO leader and the recipient of several awards, it provides a range of integrated and comprehensive outsourced services.

Goals

ENABLING AGILE ON-DEMAND SELF-SERVICE

The client's distributed infrastructure led to a complex and time-consuming server procurement process, resulting in operational inefficiencies. Their server procurement requests involved hardware configuration based on application usage time and costs. Combined with other external factors, this made the process complex and time-consuming.

The client was seeking to streamline its IT service request process by enabling centralized administration and monitoring through server virtualization. It needed a highly available, redundant, robust and scalable private cloud environment on virtualized infrastructure for efficient use of its IT resources. In addition, a self-service portal to help administrators easily manage and provision resources for various departments was a must-have.

The client was looking to specifically deploy the following to achieve their objectives:

- A robust virtualization platform comprising multiple virtualization host servers
- Guest virtual machines with the capacity to carry the actual workload
- Every Hyper-V host server to support a minimum of 10 virtual machines (VMs)
- An automation layer with a charge-back model for VMs deployed in the private cloud
- Effective tracking mechanism to monitor VMs and host's resource utilization

Microland

DELIVERING STRATEGIC CLOUD COMPUTING SERVICES

The client partnered with Microland based on its proven credentials as a specialist in end-to-end cloud computing and consulting services. We offer the benefits of public

Technology Highlights

- Windows 2012 servers to build private cloud environment
- Windows server 2012 for Hyper-V hosts and virtualized platform
- Hyper-V role in Windows failover cluster
- System Center Products 2012:
 - SCOM
 - SCVMM
 - SCCM
 - SCSM
 - Orchestrator
 - CSPP

cloud on a private cloud environment, and strongly combine the three critical functionalities of scalability, security and self-service. Our Infrastructure-as-a-Service (IaaS) delivery model enables our clients to optimize cost and resource utilization, while ensuring business agility.

Transformation

ENABLING SEAMLESS PRIVATE CLOUD DEPLOYMENT AND SERVER VIRTUALIZATION

We deployed Microsoft's Hyper-V technology to virtualize the client's environment and enabled IaaS through Microsoft's Cloud Service Process Pack (CSPP). We followed Microsoft's guidelines and best practice recommendations to design products and solutions. Our five-phase approach to deployment is depicted in Figure 1.

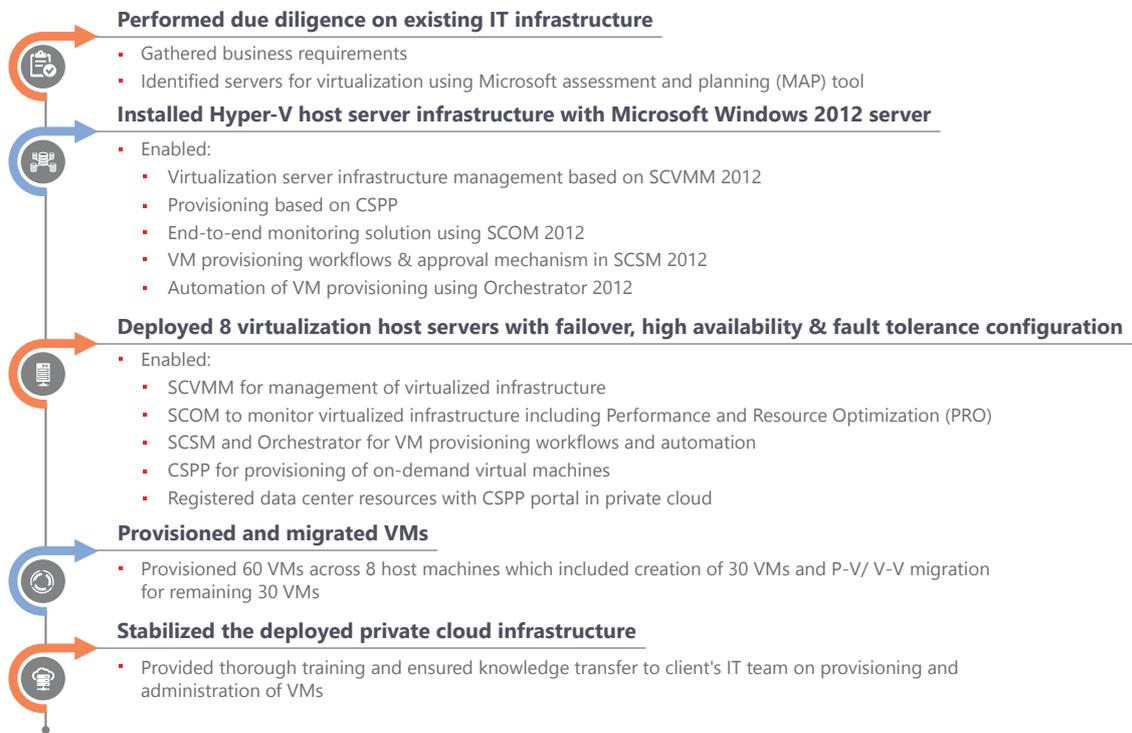


Figure 1: Solution overview

Outcomes

DRIVING SUSTAINABLE EFFICIENCIES AND IMPROVING AGILITY

Our solution helped the client redefine their server deployment process with independent management capabilities. Virtualizing the datacenter increased agility and allowed the business to seamlessly navigate volatile

business conditions. Our solution also enabled self-service for provisioning IT resources, with centralized management and monitoring. In addition, we enabled a highly secure environment.



Our solution helped the client realize the following benefits:

- 50% reduction in application provisioning time through agile and on-demand deployment
- 30% reduction in manpower
- Application service availability increased to 99% through automation and self-service functionality for business unit IT teams

- Improved business agility through self-provisioning, enabling of line of business (LoB) applications, messaging and collaboration services, client desktops and applications, and other services
- Maximized resource utilization and efficiency through an integrated management solution to track and report resource utilization by application or service

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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