

# A leading financial services provider transforms datacenter through virtualization

**Accelerates resource provisioning from 3 weeks to 1 hour and reduces manpower cost by 75%**

## About the Client

The client is a reputed financial services group servicing over 5.5 million customers. They offer a wide range of financial solutions including life insurance, asset management, private equity, NBFC, broking, insurance advisory and wealth management.

## Goals

### VIRTUALIZING THE DATACENTER FOR EFFICIENT PROVISIONING OF RESOURCES

The client's IT support team, a shared services entity, was overloaded with multiple IT resource provisioning requests from varied business units, primarily around server requisitions. The process for submitting such requests and subsequent provisioning was a lengthy and complex process that included customizing configurations, and identifying their usage duration and cost of procuring such resources. The challenge was further compounded by a manual approval process for approval of budgets.

The client sought to partner with a cloud and virtualization vendor to transform the existing resource procuring and provisioning process, in addition to realizing inherent benefits of virtualization.

## Microland

### ENABLING INFRASTRUCTURE-AS-A-SERVICE

The company chose Microland for its proven expertise as the 'Best Infrastructure Services Partner' of Microsoft for eight consecutive years. Our specialization in providing cloud computing services enabled us to provide robust 'Infrastructure-as-a-Service' (IaaS) for the client's various business units. We also set up a self-service portal to help administrators easily provision and manage resources for various business units, as needed.

## Transformation

### FACILITATING EFFICIENT SERVER DEPLOYMENT THROUGH PRIVATE CLOUD

Microland adopted a five-phase approach to create a private cloud and enable IaaS for the client. We used Microsoft's datacenter services solution framework and made best practices recommendations to design and deploy the solution. The key features of the solution included:

#### Technical highlights of the solution operating system:

- Windows Server 2008 R2 enterprise edition for cloud management
- Windows Server 2008 R2 datacenter edition for cloud host servers
- All servers installed with Hyper-V role in Windows failover cluster

#### System Center Products

- SCOM – For monitoring all Hyper-V hosts and VMs in private cloud
- SCVMM – For centralized management of all Hyper-V hosts and VMs custom templates of VMs for deployment in cloud
- SCCM – For end-to-end patch management
- SCSM – Change request and incident management for VM provisioning in cloud
- Opalis – Workflows for automation of VM provisioning and de-provisioning
- Dynamic Datacenter Toolkit for Hosting (DDTKH) – DCS web based portal for VM provisioning and de-provisioning

- Fabric management of virtual machines (VMs) to automate provisioning and scale units that would carry the workload of newly provisioned VMs.
- A robust solution for overall monitoring of hosts and guest environment.
- A centralized management solution for the virtualized platform.
- A datacenter services (DCS) portal for provisioning VMs to allow users to pool, allocate and manage resources to offer IaaS.

The details of our phased approach are highlighted in Figure 1:



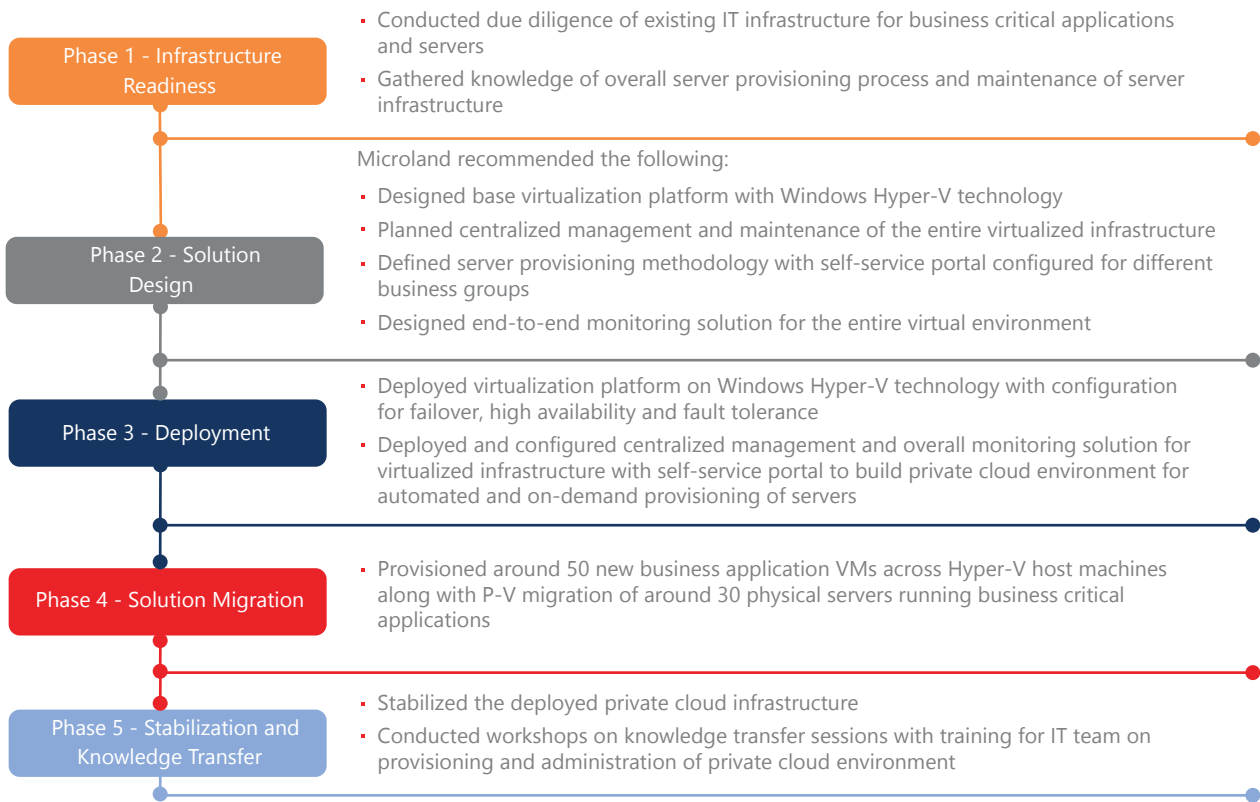


Figure 1: Five-phase approach to private cloud deployment

## Outcomes

### ENHANCED AGILITY AND OPTIMIZED MANPOWER COST

Microland's industry-proven approach to private cloud deployment delivered significant business benefits to the client including:



- Maximized server utilization and efficiency** by reducing procurement, deployment and provisioning time to one hour from 3-4 weeks through self-service portal and extensive automation



- Reduced resource cost for management by 75% and application service interruptions** through automation and orchestration of IT operational tasks

## 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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