

Leading telecommunication services provider increases agility by transforming its datacenter using VMware vCloud

Enables IT-as-a-Service model, sets up a solid foundation for a software-defined datacenter environment and scales to 10,000 VMs in less than three years

About the Client

Southeast Asia's leading telecommunications company, the client serves more than 2.23 million broadband subscribers. The client is also one of the largest government-owned telecom companies in the region and employs more than 28,000 people across Southeast Asia.

Goals

TRANSFORMING IT INFRASTRUCTURE

The time for on-boarding customers as well as provisioning machines was inordinately long due to manual datacenter processes. Moreover, the absence of a single window for processing requests, added to the delay. Users had to go through multiple channels to request for infrastructure, thereby impacting business agility. In addition, the absence of an automated disaster recovery mechanism hampered business continuity.

To address these challenges, the client wanted to transform its existing datacenter infrastructure and enable an IT-as-a-Service model. They wanted infrastructure elements on demand in line with business needs.

Microland

DELIVERING IT-AS-A-SERVICE, NOT JUST TECHNOLOGY

Microland is India's first hybrid IT infrastructure services provider and a trusted partner to enterprises in their IT-as-a-Service journey. Our vast experience of working in similar projects to set up XaaS environments using VMware Cloud product suites convinced the client of our

Scale of operations:

- Over 60,000 desktops and laptops
- Over 5,000 applications
- Over 250 resources
- Multiple business units with diverse requirements
- Over 500 locations
- 70 countries

capabilities. Our specialization in cloud automation, orchestration, integration with datacenter infrastructure elements and expertise in designing self-service portals and defining resource pools based on enterprise service catalogues additionally helped establish our credibility.

Transformation

DEPLOYING VCLLOUD PRODUCT SUITE TO ENABLE CLOUD MIGRATION

Microland achieved the desired result by adopting a three-phase approach to transform the client's infrastructure from a legacy environment to a VMware vCloud-based environment. Figure 1 highlights the details of our solution.

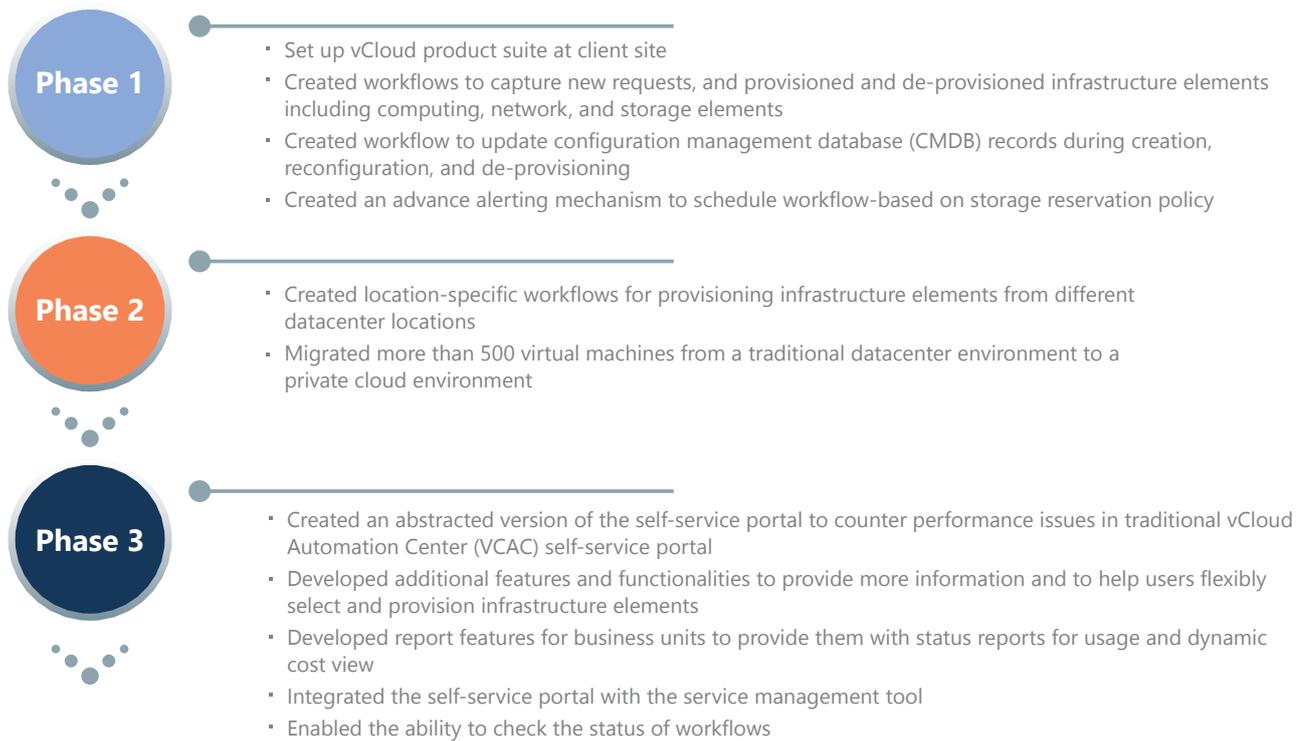


Figure 1: Microland's solution to deploy VMware vCloud product suite

The creation of the abstracted version of the self-service portal enabled faster performance, higher degree of customization, and enhanced end user experience.

Outcomes

ENHANCED AGILITY BY PROVISIONING SELF-SERVICE-BASED AUTOMATED INFRASTRUCTURE

The following were the key business benefits for the client:



Enhanced agility

- Enabled end-to-end automation by integrating VMware Cloud environment with existing traditional infrastructure elements
- Ensured minimal downtime and impact to business and end users by migrating 500 virtual servers to the cloud environment in three days using automated scripts



Improved user experience

- Provided a superior user experience by improving the performance of cloud elements i.e. by leveraging self-service portal through customization and integration

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.

