

PRIVATE CLOUD DESIGN AND DEPLOYMENT



A LEADING PROVIDER OF ONLINE COLLABORATION AND CONFERENCING

This business unit of one of the top technology companies in the United States provides industry-leading on-demand collaboration, online meeting, web conferencing and videoconferencing applications. The parent company has annual revenues of more than \$47 billion, with one of the largest global footprints of any company in business today.

CHALLENGE

Replacing an Outdated, Proprietary Provisioning System

This part of the organization had coded and built its own self-service provisioning portal several years ago using a version of VMware that is no longer supported. When it came time to update that solution, the organization had three primary goals:

1. Provide an automated portal where developers and customers could provision infrastructure to test and troubleshoot product problems.
2. Shorten the IT response time from several weeks for a server request to just a few hours.
3. Leverage the new infrastructure for support purposes on engagements with the customer.

The situation was complicated by the fact that the programmers who designed the original portal had left the organization. As new performance issues arose and new functionality was needed, the organization didn't have the personnel on staff to troubleshoot glitches or update the solution's proprietary code set. Eventually, the portal became a liability for the business unit and its customers as new hardware and VMware software were introduced that were incompatible with the ageing code — meaning that customers couldn't capitalize on the latest innovations and improvements.

SUMMARY

Challenge

- An outdated, proprietary provisioning portal that locked the organization out of hardware enhancements and new functionality

Solution

- An enterprise-supported portal based on industry-standard technology

Key Business Benefits

- Access to improved hardware, with greater efficiency and performance
- An easier pathway to ongoing enhancements

SOLUTION

A New Portal Developed with the Latest Technology

The organization asked Kovarus to analyze the functional needs of their provisioning portal and to propose alternatives to its outdated environment. The Kovarus team identified two potential solutions:

1. Assign programmers to reverse engineer the home-grown environment and update it as needed.
2. Find an enterprise-supported software offering that provided the same functionality but that would grow with the business in a reliable manner.

The organization opted for a new enterprise-supported software that could be customized to their specifications. Kovarus' experience with VMware gave the project team the confidence that they could implement a new system that would meet the client organization's current needs and scale to meet future requirements.

- **Phase 1:** Deploy a test environment modeled on the production design deliverable to demonstrate the viability of designing a cloud provisioning portal and give the team confidence in its capabilities to replace the legacy environment.
- **Phase 2:** Conduct a proof-of-concept test of the environment, gain feedback on performance and functionality, and incorporate the client's recommendations into the final design.
- **Phase 3:** Build out the environment in identical pods for the client's five worldwide data centers and customize each environment for local requirements.

KEY BUSINESS BENEFITS

Following a highly collaborative engagement with Kovarus, the organization now has a state-of-the-art virtualized solution to replace its outdated legacy environment. The new system also exceeds the original expectations for performance, resiliency, and flexibility.

About Kovarus

Kovarus helps businesses transform their IT operations into a modern cloud. We work with our clients to create Business Aligned IT Solutions™ by simplifying their IT operations and leveraging the Kovarus Cloud Enablement Framework to effectively deliver applications and services.

Kovarus has helped some of the greatest companies in the world transform their IT Operations. With an extensive array of elite technical certifications and credentials, leading technology partners continually recognize Kovarus for its commitment to excellence and its focus on delivering exceptional customer service.

COMPONENTS

Services

- *Environment Inventory*
- *Application Migration from the proprietary environment to Kovarus vCAC Design*
- *Virtualization Design*
- *Storage Design*
- *Network Design*
- *Business Alignment (IT process)*
- *Program and Project Management*

Software

- *EMC VNX*
- *Cisco UCS*
- *VMware vSphere 5*
- *vCAC*