

ENTERPRISE CLOUD MANAGEMENT PLATFORM

A NATIONWIDE HEALTHCARE DISTRIBUTION COMPANY

This enterprise ranks as one of the oldest and largest healthcare services companies in the nation, serving more than 50% of American hospitals. It is one of the largest pharmaceutical distributors in North America and delivers one-third of all medications used every day. The company also provides advanced technology services and software, and maintains an extensive healthcare technology network infrastructure.

CHALLENGE

Business Units Crafting Their Own Cloud Agenda

The company has hundreds of business units, many of which had created side agreements with their own cloud providers. At the same time, other business units were still using legacy technologies. IT had created an internal private cloud, but adoption was slow. IT needed to establish credibility within the organization as the centralized trusted advisor who would place business unit applications in the right cloud for their needs, in the optimal manner.

IT had enlisted VMware technology for their private cloud service catalog, resulting in a complex mix of options for requesting private cloud services. The challenge was that the solution only addressed private cloud offerings – not the public cloud options that many business units depended on. It also didn't take into account other public clouds or how business units using legacy technology might transition to cloud services.

SOLUTION

A Platform Enabling IT to Meet Everyone's Needs

IT had a service catalog built on the VMware vRealize Suite for their private cloud solution and needed to extend it to incorporate public and hybrid cloud offerings. XOcur CloudSphere could then be used to ensure that all cloud offerings were considered and the most appropriate one selected.

XOcur CloudSphere is a platform that normalizes business requirements (such as price and performance) across public and private cloud services, providing ongoing optimization from an application perspective. IT was able to create a direct vRealize feed of their private cloud service catalog into the XOcur engine

SUMMARY

Challenge

- Multiple business units using a mix of cloud providers and outdated legacy technologies
- Little trust in IT's cloud capability, leading to slow adoption of an internal cloud offering
- Cloud services request process that didn't include public cloud providers

Solution

- Comprehensive cloud service catalog for all enterprise cloud resources
- Normalization and optimization of price and performance across public and private cloud offerings
- Data-driven approach to placing applications on the right cloud, based on requirements and pricing

Key Business Benefits

- Decrease in expenses paid to outside cloud providers
- Improved visibility into contracted rates with outside providers
- IT re-established as a trusted provider of in cloud services

for continuous review and placement of application workloads. They were also able to integrate the negotiated public service provider contracts that some of their business units had negotiated. This allowed IT to provide normalized comparisons, from an application perspective, for all the stakeholders: the legacy business units, the rogue public cloud business units, and all the business units questioning IT's private cloud viability.

With a comprehensive service catalog, advanced automation, and orchestration methods that used the XOcur CloudSphere decision making engine, IT could adopt a new approach to workload placement – a data driven process of placing each application on the right cloud, based on requirements, at the very best price and in the optimum way. As a result, IT would regain credibility with their user community as the trusted source of cloud services.

KEY BUSINESS BENEFITS

This organization is now empowered with a customized Cloud Management Platform tailored to their unique situation, technologies, and relationships that some business units had already made. The glue inside the solution, XOcur CloudSphere, provides enterprise-level support, with enterprise-level SLAs. IT now has a platform that can be further automated as their needs change and their cloud strategy matures.

Other benefits include:

- **Lower costs** – Expenses paid to outside cloud providers have dropped dramatically.
- **Visibility and transparency** – IT now has a view into the contracted rates that some business units had arranged, with the ability to negotiate lower rates based on utilization and competitive service provider comparisons.
- **Credibility** – IT is now seen as the trusted advisor for delivering cloud services to the organization, allowing IT to provide centralized governance and compliance.

Throughout the process, Kovarus helped the internal team overcome the company's cloud deployment challenges and ensure high ROI on the private cloud investment, dramatically improving customer satisfaction among departments.

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
Software <ul style="list-style-type: none">• VMware vRealize Suite• XOcur CloudSphere
Services <ul style="list-style-type: none">• Kovarus Advanced Services• Cloud Onboarding Service