

AUTOMATION & ORCHESTRATION

Improving Infrastructure Agility

A global telecommunications provider, through its subsidiaries, provides satellite TV to approximately 14 million subscribers. With more than \$15 billion in revenue, this Fortune 250 company employs approximately 18,000 people in the U.S.

CHALLENGE

The company is in the pay TV industry, which is both highly competitive and currently undergoing disruption due to “cord cutting” and competition from Internet-delivered content. Therefore, its business has shifted from a traditional telecommunications culture to more of a digital/technology-driven culture.

The company now competes for eyeballs on content with Internet giants and traditional cable and satellite TV providers.

As a result, the company is pursuing a transformation of their IT department towards an automated delivery model. The goal is to create better customer experiences online, get products out the door faster, and innovate with tighter feedback loops. The challenge is to make the necessary changes to people, process, and technology in a large, siloed IT department without disrupting significant legacy technology, business processes, and regulatory compliance components.

SOLUTION

To enable the company’s Automation & Orchestration goals, Kovarus worked with them on multiple capabilities built on a highly automated private cloud:

- Most importantly, implementing a private IaaS cloud, which includes a self-service portal, service catalog of company-specific infrastructure stack provisioning, and chargeback/showback.
- Developing end-to-end infrastructure orchestration/automation, including integrations with F5, EMC storage, and other key infrastructure components in the company’s enterprise architecture.
- IT operations and business process automation through integration with ServiceNow ITSM and CMDB.
- Automated continuous delivery through integration with Jenkins and Chef

“Kovarus is a strategic partner for us in our Automation transformation, helping us map out our IaaS strategy and sort out how to implement our continuous delivery pipeline.” – IT Director

SUMMARY

Challenge

- Help protect the company from the threat of streaming affecting the entire pay TV industry
- Create a better customer experience online and get products released quicker
- Make the IT department changes without disrupting required technology and regulatory compliance

Solution

- Implemented IT operations business process automation
- Built a private cloud framework for infrastructure consistency plus chargeback to help manage costs
- Integrated new systems with legacy enterprise architecture
- Instilled development and testing teams leveraging IT best practices

Key Business Benefits

- Leverage off-the-shelf technology, decreasing burden on development resources

Infrastructure provisioning changes happen in minutes instead of weeks

- Quicker and more comprehensive tests, creating shorter release cycles
- Infrastructure automation has driven consistency in hardware, software, and OS configurations
- Development teams are more agile and able to innovate faster



COMPONENTS

Hardware

- F5
- EMC

Software

- Chef
- Jenkins
- ServiceNow ITSM & CMDB
- VMware vRealize Automation
- VMware vRealize Business
- VMware vRealize Orchestrator

KEY BUSINESS BENEFITS

- Infrastructure automation has driven consistency in hardware, software, and OS configurations.
- The company is able to leverage off-the-shelf technology for their IaaS components so they can concentrate their resources on business functionality rather than infrastructure.
- Infrastructure provisioning has moved lead times from weeks to minutes.
- Software quality assurance has been increased by enabling faster and more numerous deployment cycles.
- Development teams are more agile and able to innovate faster.

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.