

Automated Server Provisioning Project

National Government-Sponsored Healthcare Program Provider



BUSINESS PROBLEM

A national provider of government-sponsored healthcare programs needed to align business and IT to provide more agile service delivery. The organization needed to:

- Reduce IT provisioning time by automating manual tasks
- Improve quality by standardizing and automating system deployment
- Provide IT financial transparency
- Improve proactive analytics visibility and capacity management
- Drive platform resiliency to ensure Business Continuity/Disaster Recovery



PROJECT OVERVIEW

GreenPages implemented the VMware vRealize suite of products to deploy, manage, and protect 3,000+ virtual machines in four datacenters across the country.

Specifically:

- vRealize Automation automated deployment, configuration, and management of multi-tier applications in minutes to both public and private cloud infrastructures
- vRealize Business reduced OpEx and CapEx costs associated with workload placement by providing cloud cost comparisons
- vRealize Operations Manager provided proactive analytics visibility and capacity management to ensure performance SLAs and reduce service issues
- Site Recovery Manager automated disaster recovery runbooks and provided non-disruptive testing, minimizing downtime



COST IMPACT

- Reduced CapEx expenditures by achieving higher consolidation ratios for infrastructure hardware
- Improved ability to make capacity purchase business decisions
- Reduced Labor OpEx by \$131,250/month (Labor cost \$1,575,000 annually)
- Mitigated costs of lost productivity and data



RISK IMPACT

- Protected business data with DR strategy for 40-60% of VMs
- Reduced risk in DR scenarios by automating DR runbooks and reduced manual processes under high-stress conditions
- Reduced outage risk due to human error by standardizing VM and application deployment
- Improved availability by allocating resources as they were needed



SERVICE IMPACT

- Reduced provisioning time from 3+ weeks to ~60 minutes
- Provided complete self-service VM lifecycle management
- Reduced MTTR application relationship visibility
- Included VM protection during provisioning by integrating SRM and vRA