Case Study:

Entelligence Eases Growing Pains with VMware Hybrid-Cloud Solution

The Problem

Intrado (formerly West Corporation) is a global leader in technology-enabled services. Their rapid growth left them struggling to scale quickly. To efficiently scale Intrado needed to improve capacity and demand management, the ability to deliver granular security of applications, and effective reporting and consumption of data.

Without the necessary technology and processes in place there were several implications, namely loss of customers to competitors, higher susceptibility and inability to contain security attacks, unnoticed infrastructure issues, and possible data or availability loss due to unplanned events.

Other challenges specific to their virtual infrastructure included:

Resource turnover	Documentation and skills gap	Capacity visibility	Outages, SLA events	Cost visibility & efficiency	Server build backlog	Workload isolation

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The Solution

- VMware proposed introducing their private cloud in the Intrado datacenter, leveraging the VMware Validated Design, and Rackspace's public cloud. VMware products leveraged were vCenter, ESXi, vRealize Automation, Operations, Orchestrator, and Business. Native high availability features were implemented using vCenter and ESXi. vRealize Automation with Orchestrator provided a streamlined service catalog, aimed at shorting build times significantly and handling various custom requests during machine provisioning. vRealize Operations provided capacity and performance visibility. Finally, vRealize business provided cost visibility and efficiency.

- The project VMware suggested was massive and required a highly skilled, VMware certified Subject Matter Expert with experience in projects of this size. Entelligence deployed our highest-level resource, a person we knew would go above and beyond for Intrado and get them back on track.

The Results

Entelligence's expert successfully implement a stabilized, highly available cloud management and operations management platform. In addition to completing this project, our consultant went a step further, training members of Intrado's team and leaving documentation for current and future users.

Project Results Include:

Ability to achieve hybrid-cloud workload placement with the ability to deploy systems to any location	Lifecycle management for the Cloud management platform	Ability to leverage the platform to gain cost insight upon machine provisioning and across both private and public clouds

Additional Results:

The training and documentation provided closed a skills gap for current and future employees	Higher Employee Retention	Cost Savings from Reduced Turnover

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