

ENTELLIGENCE

Case Study:

*Entelligence Saves VMware Customer \$2M
in Support Costs*



The Problem

The Boeing Company had approximately 20,000 virtual machines managed by a third-party support organization at significant expense.

This company provided support activities such as deployment, increasing virtual resources, rebooting, and decommissioning unwanted virtual machines.

Boeing wanted to enable the virtual machine owners to perform these actions themselves to save on third-party support costs.

The Solution

VMware proposed deploying new virtual machines and managing the existing 20,000 virtual machines by using vRealize Automation. VMware needed an automation expert, someone who could not only take on a project of this scale but had also previously worked in client facing roles and provided outstanding customer experiences.

Our consultant created automation that the team referred to as “Cloud Adoption” to routinely import existing virtual machines into the tool with the configuration management database specified owner given privileges to manage the virtual machines from vRealize Automation. He also created automation to allow the owners to increase virtual resources, as well as a comprehensive automated decommission process to delete a virtual machine and remove associated records from other systems.



The Results

Entelligence was able to provide an automation expert to effectively lead Boeing's team. As a result, Boeing was able to renegotiate their third-party support contract to remove the now automated capabilities and saved \$2 million in support costs.

In addition to significant savings, the automation of Boeing's virtual machines increased output and productivity throughout the organization.

