

# Organizations Leading the Way with Self-Driving Cloud Operations

## Competitive Advantage

Operational Complexity  
Boost Agility

Customers Across Industries  
Customer Stories  
Business Value

Potential of Cloud  
Visibility and Control



# Software as a Competitive Advantage

Companies embracing digital transformation are disrupting traditional models of business and reimagining customer experiences. Across industries, IT leaders are choosing a digital foundation powered by a modern, software-defined architecture to extend data centers and embrace multiple clouds as the fastest way to bring new applications and services to market for business success and a competitive edge.

Greater flexibility and security in IT infrastructure supports rapid business innovation. Simpler, automated data center and cloud operations boost agility and scalability while optimizing for performance, availability, compliance and cost.

This eBook highlights how enterprises worldwide meet operational challenges head-on with self-driving operations designed to exceed business demands.

We look forward to similarly partnering with your organization as you move forward on your digital and operational transformation journey.

# Operational Complexity Slows Down Progress

Digital business brings new, unexpected business and technical challenges to your IT infrastructure and operations:

- Clouds as new silos – Every cloud is different. Each adds to operating complexity while reducing overall control, visibility and governance.
- Migration headaches – Public clouds have steep learning curves. Hybrid clouds take more planning. Both require you to manually place workloads.
- Maintenance burdens – Set and forget it isn't that simple. Both clouds and on-premises systems need to be monitored and managed, and you still have to troubleshoot them.
- Over-provisioning – Without just-in-time resources to assure application performance, you're likely wasting money on needless infrastructure and missing service-level agreements.
- Unplanned work – Limited views from siloed infrastructure and fragmented tools make event correlation and root-cause analysis harder in dynamic environments.
- Mismatched skills – Existing IT roles must evolve from doing to showing cloud's value, including giving business and DevOps teams 24/7 dashboards.
- Cost concerns – Declining budgets in the face of increasing demands require IT to optimize workloads and services continuously and more exactly.
- Stalled innovation – Without an agile way to integrate services from multi-cloud and legacy environments, there's little IT time left for innovation.



## Self-Driving Operations Boost Agility

Your enterprise looks to your IT team to simultaneously increase scale and flexibility, including supporting more dynamic workloads—on-premises and any combination of clouds—for each application. How will you confidently manage it all?

Successful digital businesses rely on self-driving operations, a simple, yet powerful IT strategy for automating and simplifying operations management. It incorporates machine learning and big data analytics to predict, prevent and intelligently remediate issues in hybrid and public clouds while keeping infrastructure in compliance—all so your IT team can be more proactive and agile as your data center grows in scale and complexity.

With self-driving operations powered by VMware vRealize® Operations™, your IT staff can continuously assure performance while optimizing for business impact:

- Reduce downtime with continuous performance optimization.
- Lower costs and risk with efficient capacity and cost management.
- Speed time to value with intelligent remediation.
- Mitigate risk with integrated software-defined data center (SDDC) compliance.

---

“VMware’s solutions enable us to focus on providing customer service rather than dealing with technical issues.

It allows us to focus on innovation and business initiatives.”

ILAN BUGANIM,  
FEVP AND CTO,  
BANK LEUMI

---

# Customers Across Industries Choose VMware Self-Driving Operations

## Financial services:

CaixaBank  
Alliant Credit Union  
United States Senate  
Federal Credit Union  
Bank Leumi  
ADP  
AMBank Group

## Education:

Niagara College  
Western Carolina University  
University of New Hampshire  
Texas Education Service  
Center Region 11  
Forsyth County Schools

## Government:

City of North Las Vegas  
Saudi Arabia Ministry of  
Municipalities and Rural  
Affairs (MOMRA)  
State of Louisiana  
SAIC  
The British Army

## Technology:

Thekking  
Amdocs  
Swisscom  
Cubic Mission Solutions  
T-Systems

## Healthcare:

The Christie  
Nebraska Medicine  
Cerner  
Interfaith Medical Center  
Mercy

## Manufacturing/other:

Southern States Cooperative  
Honda Motor (China)  
SIBUR  
Cegal  
HeidelbergCement AG

## Company Growing at 300% Annually Manages More Resources Effortlessly

ACI Specialty Benefits' services appeal to companies that want to provide high-quality, secure and compliant employee benefits programs while avoiding the cost and complexity of managing them in-house. One of the first companies to offer a software-as-a-service employee assistance program, ACI has experienced tremendous organic growth and aggressively expands into new markets through acquisitions. A modern, software-defined approach to IT ensures the company is ready for anything.

ACI uses vRealize Operations to collect hundreds of thousands of metrics across numerous types of objects daily. It tracks dynamic threshold calculations to more precisely automate resources on demand and proactively manage workload balance. [Read the customer story.](#)

---

“With our software-defined data center powered by VMware, we can scale easily, sustain our growth in a controlled and compliant manner, and respond quickly to new business demands.”

RYAN FAY,  
GLOBAL CIO,  
ACI SPECIALTY BENEFITS

---



# Bayou State Unifies IT Service Delivery by Modernizing Data Center Operations

The State of Louisiana formed the Office of Technology Services to take over the operations of 16 agencies, including healthcare, education and public safety, with the goal of taking IT from legacy mainframes to cloud-based, mobile-ready application delivery.

To more securely manage and scale consolidated IT operations, the state used VMware vSphere®, VMware vRealize Suite (which includes vRealize Operations) and VMware NSX®, saving millions in CapEx and OpEx. [Read the customer story.](#)

---

“The work we’ve done with VMware will serve as a model for other states looking to consolidate and streamline their IT operations while improving security.”

MICHAEL ALLISON,  
CTO,  
STATE OF LOUISIANA

---



# NHS England Technology Contributes to Exceptional Patient Care

A world-renowned specialist cancer hospital in the UK, The Christie hosts almost every critical service on VMware. Neither system maintenance or unforeseen issues affect availability of services critical to patient care and running the hospital. Clinicians and staff have more time to spend with patients, confident that the services and information they need are always available, well protected and quick to access wherever they are working.

The ability to proactively monitor and manage system performance with vRealize Operations boosts the team's ability to do more with less even further. [Read the customer story.](#)

---

“With VMware solutions, we can log in to any terminal at any site in seconds and get the information we need to give every patient the exceptional care they rightly expect from a leading cancer care hospital, while improving the digital service to our clinicians.”

EILEEN JESSOP,  
CIO,  
THE CHRISTIE

---





# Social Media Pioneer Counts on Software to Avoid Downtime or Failure

When social media management solution Swat.io set out to deliver reliable 24/7 operation and a flexible deployment of resources to large business-to-business premium customers, especially at peak times, it recognized high-standard services need a solid foundation. Swat.io's collaboration support for an active community associated with a large Austrian broadcasting company that produces a lot of traffic, for example, made proactive monitoring increasingly important.

vRealize Operations detects and load-balances performance bottlenecks and inadequate peak-time capacity, which enables workloads to be delivered quickly. [Read the customer story.](#)

---

“We defined reliability and stability as the most important factors. We do not let our customers down.”

MICHAEL KAMLEITNER,  
CEO AND FOUNDER,  
SWAT.IO

---

**SWAT.IO**

# Retailer Eliminates System Downtime for Seamless Customer Experiences

The largest retailer in Myanmar with more than 8,000 employees across 180 outlets, City Mart gears up for direct competition from foreign retailers by finding more efficient, economic and effective ways to compete. It overhauled its IT infrastructure as a step in ensuring the company's shelves are stocked with goods that consumers want.

vRealize Operations provides intelligent operations management to continuously and automatically optimize performance and capacity via predictive and real-time analytics, while vRealize Log Insight™ enables intelligent remediation with log analytics. The combination of software-defined infrastructure and automation of core IT service delivery processes helped City Mart to scale up its operational efficiency by 90 percent. [Read the customer story.](#)

---

“For IT, uptime is money. With VMware solutions, we can log on to the system at any time, and can be sure to get necessary reports quickly. These have been beneficial to everyone across City Mart.”

ARNEL R. REYES,  
IT HEAD,  
CITY MART HOLDINGS



# Bank Undergoes Digital Transformation to Improve Interactions with Customers

CaixaBank is the leading retail banking institution in Spain with more than 16 million customers. To reinforce the bank's commitment to its customers, CaixaBank embarked on a project to modernize its data centers. Its initiatives included having the capacity to move loads between different sites, seamlessly integrate new acquisitions and quickly bring new services into production. The solution was to create an infrastructure-as-a-service platform capable of supporting current and future applications.

A wide range of VMware solutions—from VMware NSX Data Center to vRealize Network Insight™—made it possible for the organization to deliver applications in a faster way, as well as to respond to business needs with increased agility. [Watch the video.](#)

---

“In the past, a CTO would focus on the operation and maintenance of services, possibly with a view to tactical services. Today, it's more about having a vision looking three to five years ahead, and leading teams toward this vision.”

JOSE LUIS ROMANOS,  
CTO,  
CAIXABANK



# Students Benefit from Campus IT Modernization

A leader in the Lake Ontario region, Niagara College keeps pace with technology and provides students with a modern, relevant education. Simplifying operations and lifecycle management—while keeping costs as low as possible to reinvest in learning—was a priority. Meeting scalability challenges during student registration periods, when traffic spikes to more than 50 times the usual load, was also a requirement. IT modernization—from the data center to the desktop—was the answer to giving students better experiences.

Niagara College runs VMware vSphere Distributed Resource Scheduler™ to provide host failover with no downtime and enable engineers to perform proactive, daytime maintenance, reducing overtime costs. The college also improved reporting via vRealize Operations.

[Read the customer story.](#)

---

“There’s no question that VMware has reduced our costs and our operational overhead. We’re able to do more with less, provide 24/7 services with no interruption, and grow in a less reactive, more strategic way.”

JOHN LEVAY,  
CTO,  
NIAGARA COLLEGE

---



## Local Government Transforms into Hub of Economic Growth

After a trying recession, the City of North Las Vegas turned to digital technology to improve operations efficiency. Its priorities: Cut costs, deliver better services to businesses and residents, and enable employee productivity. The city worked with VMware to virtualize servers, desktops, storage and firewalls. In less than four years, it recovered with a fully funded, fully balanced budget and no long-term deficit. The efficiencies enabled North Las Vegas to realize a 7,000 percent increase in jobs, a 2,000 percent increase in new business space and a 4,000 percent increase in new capital investment.

The SDDC leverages multiple VMware solutions. To simplify profile management and give users access to applications faster, the city uses VMware User Environment Manager™ and VMware App Volumes™. vRealize Operations monitors the infrastructure and sends proactive alerts. [Read the customer story.](#)

---

“Our digital transformation with VMware allows our employees to serve our citizens much more efficiently and with quicker time to market. When we need to roll out a new application for business licenses or building permits, for example, we can do that very quickly.”

KEN TODD,  
SENIOR SYSTEMS  
ADMINISTRATOR,  
CITY OF NORTH LAS VEGAS

---



## Healthcare Organization Drives Better Patient Outcomes and \$30 Million ROI

The leading healthcare system in the state as ranked by *U.S. News and World Report*, Nebraska Medicine has a mission to provide extraordinary patient care at the lowest cost possible. To move from a care-based model to a wellness model—proactively engaging patients to help them lead healthier lives—the hospital set out to execute on its strategic vision for cloud, security and mobility.

It jump-started its multiyear journey to an SDDC with the goal of enabling IT to work together more closely with the business and clinicians by adopting VMware solutions, including vRealize Suite, NSX, vRealize Network Insight and VMware Workspace ONE®. This led to improved efficiency, reduced costs and higher quality, more proactive healthcare. [Read the customer story.](#)

---

“vRealize Suite provides solid visibility and troubleshooting capabilities to our networking and operations teams. We can quickly and confidently accelerate our adoption of SDDC.”

BRIAN LANCASTER,  
VICE PRESIDENT OF IT,  
NEBRASKA MEDICINE

---



## Petrochemical Industry Leader Increases IT Systems Availability

SIBUR is the largest integrated petrochemical company in Russia. As an industry leader, the business strives to maintain high standards in the production of chemicals and to support them with a highly efficient IT infrastructure. As part of a large-scale digitalization of its enterprises, SIBUR moved to an SDDC architecture for increased IT availability and to optimize the costs of managing remote infrastructure.

In addition to the SDDC, a migration to software-defined storage systems and software-defined networks helped SIBUR achieve its goals. The introduction of vRealize Automation™ simplified the company's deployment and management of its virtual resources. In the first months of using infrastructure based on VMware vSAN™, SIBUR saved about 25 percent of the capital costs of replacing servers and data storage systems. [Read the customer story.](#)

---

“Reliability, cost efficiency, as well as simplifying the operation of equipment were the most critical parameters in this implementation for us. VMware vSAN has really proved its worth at the site with a small workload, and we have already begun to test its capabilities at two locations with a large number of virtual machines.”

LEONID MEDVENSKY,  
CHIEF EXPERT ON IT OPERATIONS,  
DEVELOPMENT OF IT  
INFRASTRUCTURE AND  
COMMUNICATIONS,  
SIBUR

---

**SIBUR**

## Best-in-Class Banking with Modern Digital Solutions

The United States Senate Federal Credit Union centralized its operations management. The organization can now support remote branches with little to no IT using a simple, cost-effective, high availability solution that can be managed from a main data center.

Today, the organization has more than 250 virtual machines, driving private cloud-delivered enterprise services with vSAN for Remote Office Branch Office, vSphere, vRealize Operations Manager™, Workspace ONE and several critical line-of-business applications. [Watch the video.](#)

---

“Our members rely on us to be innovative. They rely on us to be secure. Through our partnership with VMware and Dell, we’re confident we can meet and exceed their expectations.”

MARK FOURNIER,  
SYSTEMS ARCHITECT,  
UNITED STATES SENATE  
FEDERAL CREDIT UNION



UNITED STATES  
SENATE FEDERAL  
CREDIT UNION



# Customers Report the Business Value of Self-Driving Operations

A recent Forrester Consulting study<sup>1</sup> documenting the Total Economic Impact™ of vRealize Operations concluded that the solution delivers both business benefits and cost savings, including a 303 percent return on investment, payback in less than three months and a \$7.5 million net present value.

[Read the study.](#)

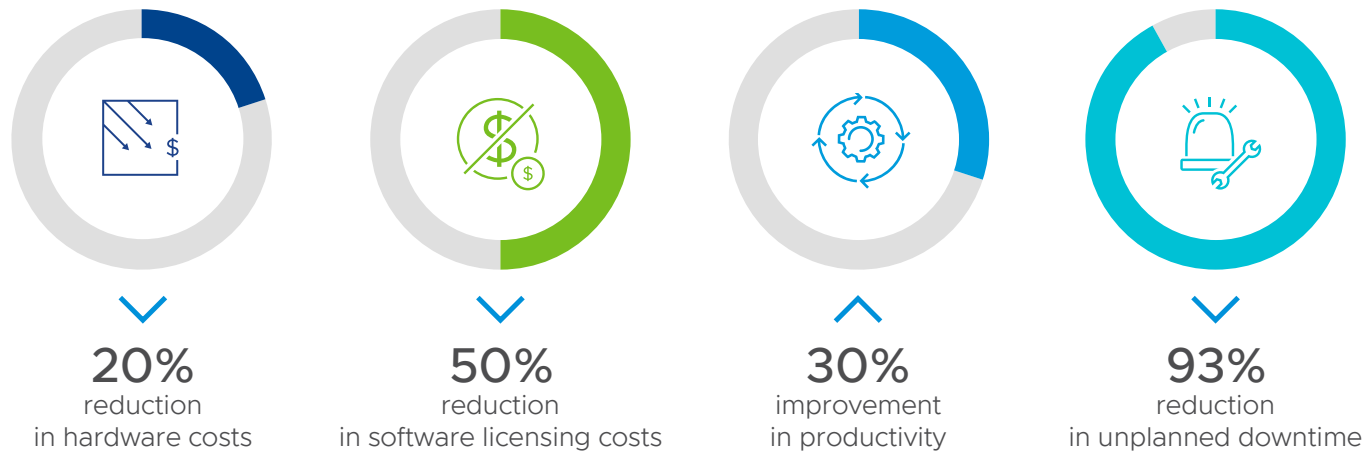


FIGURE 1: Value provided by vRealize Operations.

1. Forrester Consulting. "The Total Economic Impact™ of VMware vRealize Operations." March 2019.



# Unlock the Potential of Cloud with vRealize

It's a cloud world. You can simplify and automate the management of any combination of clouds and SDDC infrastructure you choose with vRealize Operations, part of vRealize Suite.

Shift from reactive to proactive to innovative with key capabilities that reduce downtime, lower costs and risks, speed time to value and help your organization stay in compliance with industry and business requirements:

- Continuous performance optimization – Assure application performance with automatic workload placement and by balancing workloads based on business and operational intent.
- Efficient capacity and cost management – Run infrastructure like a public cloud with optimal consolidation, proactive planning and procurement for increased observability.
- Intelligent remediation – Predict, prevent and troubleshoot across the SDDC and multiple clouds, from apps to infrastructure.
- Integrated compliance – Reduce risk and enforce IT and regulatory standards with integrated compliance and automated remediation.

## VMware vRealize Operations use cases



Hyperconverged  
Infrastructure  
Operations



Hybrid Cloud  
Operations



App-Aware  
Operations



Compliance



Multi-Cloud  
Monitoring

---

“From day one, VMware vRealize Operations has had a positive impact on our private cloud. It has helped us to improve our operational efficiency as well as enable us to achieve significant cost savings by pinpointing and reclaiming wasted compute, memory and storage resources. The reclaimed resources and cost savings we achieved helped fund additional IT projects.”

FABIAN THOMAS,  
DATACENTER MANAGER,  
EMIRATES AIRLINE

---

# Visibility and Control Without Compromise

Run production operations hands off and hassle free with self-driving operations. Trust a proven, unified management platform featuring machine learning to optimize, plan and scale your SDDC hybrid and multi-cloud deployments, from apps to infrastructure. Enjoy all of the business and cost-saving benefits of comprehensive cloud management with VMware vRealize Operations.

*Learn more* about self-driving operations powered by vRealize Operations.

Join us online:



vmware®

VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 vmware.com Copyright © 2019 VMware, Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at vmware.com/go/patents. VMware is a registered trademark or trademark of VMware, Inc. and its subsidiaries in the United States and other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies. Item No. 284572aq-ebook-customer-stories-uslet 8/19