Consumption-based enterprise cloud service enabling IaaS with self-service provisioning of virtual machines and application services to drive IT efficiency and agility

Customer Overview

One of the largest commercial banks in Asia was looking to accelerate services delivery to their application development teams to enable rapid business innovation and drive competitive advantage for the bank.

For the bank's mission critical applications, they were looking to provide scalable storage with granular QoS controls to guarantee I/O service levels while eliminating noisy neighbor problems in typical storage arrays.

Customer Challenges

Long Waits. Manual provisioning of infrastructure services took days or weeks to complete. Multiple teams were needed, and operated in silos.

Lack of governance. IT struggled to enforce quotas and automate approval workflows for resources, often leading to overprovisioning and overspending

Manual Post-Provision Updates. Post-provision operations were a bottleneck for the IT team as they had to manually to apply patches, scale out resources, and make configuration updates.

Upholding QoS for select apps. IT was unable to control storage QoS to prioritize I/O for mission critical applications

Disparate Tools and Infrastructure. Separate teams with varying skill sets, tools, and operating processes resulted in IT inefficiency and high turnaround times.

Need for a new solution

The bank wanted a solution that would help IT build governance and track costs, but also retain some flexibility of choice for their app development teams.
Specifically, the bank wanted to

- Build a public-cloud like consumption model for resources. Resources for each VM "tier" or "size" would be capped to a pre-determined limit, (vCPU, RAM, Storage) based on the type of workload and the environment on which it would be provisioned.

HIGHLIGHTS

- **Industry:** Financial Services

- **Size:** 7000 – 8000 employees

- **Current Environment:** Windows 2012, 2016, Ubuntu 14.04, .Net, Microsoft SQL, and LAMP, LAPP, LAOP stacks

- **Problem:** Shadow IT, enforcing governance across business units without compromising on speed and agility

- **Solution:** With HyperCloud the bank was able to streamline their infrastructure services, enforce quota policies while providing DevOps a variety of IT-blessed self-service application templates

- **Benefits**
  - IT Governance & Control
  - Holistic Management of IT processes and resources
  - Utility Pricing, no purchases
  - Faster time to value, 80% reduction in wait times
  - Performance and Scale

- For VM templates, blueprints with operating systems like Ubuntu with LAMP LAPP, LAOP; CentOS with .NET; Windows Server 2012 with SQL; and Windows Server 2016 for the common use cases so teams would have ready to go environments for their use.
- For each of these VM templates, a self-service library for on-demand consumption by the application development teams eliminating long waits

- Fully configured application stacks for PHP and, NET on containers were needed for quick deployment in development and testing environments using the latest code checked in by developers

Why HyperCloud Enterprise Cloud-as-a-Service

The bank evaluated several available solutions, but most lacked the orchestration and self-service provisioning capabilities for VM-based workloads and/or provided limited visibility into infrastructure cost. Most importantly all of these solutions required considerable upfront investment.
HyperCloud was able to provide the holistic management capabilities the bank was looking for.

Governance framework. HyperCloud provided role-based access control, entitlements, approval quota and cost-metering policies to enable secure and holistic management of resources across multiple clouds.

End to end Automation. HyperCloud automated both infrastructure provisioning and the life-cycle management for apps. IT was able to automate downstream operations, lowering cost to apply patches, scale-out resources and update configurations. IT-blessed scripts were hooked to application lifecycle events to standardize application provisioning on their disparate infrastructure.

DevOps Tools. HyperCloud provided a self-service library for provisioning infrastructure, database and application services in minutes. HyperCloud also provides tools such as in-browser terminals, log analysis, continuous delivery workflows, data-injection to support dynamic application dependencies in multi-VM, multi-container deployments that DevOps can exploit for speed and agility.

QoS. For the bank's mission critical applications, QoS controls on HyperCloud's all-flash storage were configured to prioritize I/O and provide the expected service levels

Benefits of HyperCloud Enterprise Cloud-as-a-Service

Holistic Management: Only HyperCloud provided capabilities that can manage the whole stack — a centralized console to manage resources, workloads, and operations across the multiple clouds as they scale.

Control and Governance: The bank was able take back control of shadow IT, lowering indirect costs without hindering developer process and truly enabled development of modern apps.

Performance and Scale: IT was able to deliver predictable application performance on-prem for various applications across business units. Further quality-of-service ensured performance SLAs per application.

Utility Pricing: HyperCloud is delivered as a no CapEx solution. The bank was able to right size IT spend and jumpstart innovation without any upfront cost or multi-year budget outlays.

Faster time to value: Via end to end automation of infrastructure provisioning, quota policies, approval workflows the bank was able to reduce wait times to less than half a day from over 5 days previously.

Resource Utilization: With complete visibility into usage of resources, IT was able to minimize over-provisioning by claiming unused resources (est. about 40% of their infrastructure). The bank was able to increase business ROI for IT

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