

Simplified IT infrastructure management for a biopharmaceutical company

HCL streamlined and automated processes to boost efficiency, cost-effectiveness, and compliance



Customer overview

The customer is a US-based biopharmaceutical company with six vCenter Servers (ESXi hosts ~600, Cluster ~134, vDS ~95, VM ~9400). The company wanted to create a secure and scalable IT infrastructure management through its newly installed components (ESXi, Cluster, vDS, Domain Controllers and VMs). But, their dependency on manual installation qualification and continuous compliance processes caused a significant obstacle to its plan.

Challenges

The customer's existing installation qualification and continuous compliance processes for new infrastructure components heavily relied on manual interventions. This set-up was proving to be highly time-consuming, error-prone, and costly. Therefore, they needed an automated solution to streamline and increase the efficiency of these critical processes.

Additionally, the customer used manual testing and report generation processes. They also manually fulfilled the requests for server provisioning on Amazon Web Services (AWS) Public Cloud. These strenuous tasks took up a lot of valuable human resources.



The HCL solution

The customer wanted a streamlined, agile, and future-ready IT environment. Keeping this in mind, HCL deployed the following VMware products to automate labor-intensive processes for saving time and reducing administrative costs:

vRealize Orchestrator to automate the installation qualification and continuous compliance processes for infrastructure components

vRealize Automation to create and schedule automated workflows

vRealize Operations (vROps) to provide a consolidated view of compliance data

The use of these products resulted in the following benefits:

- The automated workflows enabled quarterly compliance processes that can be performed on the whole vCenter inventory without manual intervention
- vRealize Automation helped to combine the existing vSphere catalogs in XaaS form. This allowed the customer to request AWS and vSphere workloads from a single front-end form
- vROps charts and dashboards imparted at-a-glance information to facilitate quick action. For example, vROps scoreboards displayed parameter-wise comparison with expected and observed values to easily identify the parameter responsible for non-compliance

Results

The combination of VMware products helped to improve the customer's IT efficiency, operational management, and agility. The results of HCL's deployment are:



Considerable improvement in process efficiency



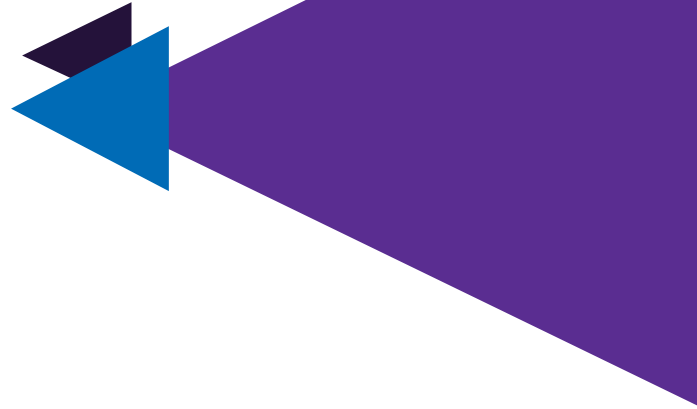
A single source of consolidated reports to highlight accurate details of compliance parameters



Standardized inputs and data to reduce/eliminate the chances of error



A substantial reduction in costs, effort, and manpower to manage infrastructure



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