

## **Client** overview

The client is a major Swiss multinational pharmaceutical company, both in terms of market capitalization and sale. It has a large pool of virtualized environments spread across 80 remote sites with slow server build times. The client also has a host of in-house and third-party software tools, including ADDM, Netbackup, TSM, RoD, HMT, SNOW, SCCM, Sharepoint, QualysGuard and Bluecat.

## The challenge



The client was using UCS Director to manage its virtualized environment. However, it incurred huge licensing costs for each remote site. On top of this, the client had site-specific backup tools and required a single, comprehensive and cost-effective solution to handle its multiple sites.

In addition, the client used a manual and partial automation approach for qualification and compliance automation. It depended on different teams to fulfill different services for Oracle, SQL, Windows and RHEL. The client also had a manual ISO and template-based provisioning for different OS versions. These factors contributed to longer waiting cycles and processes for request fulfillment.

## The **HCLTech** solution

HCLTech selected the VMware vRealize Suite to help the client manage its virtualized environment and overcome the aforementioned challenges. Specifically, HCLTech deployed vRealize Suite products such as vRealize Automation, vRealize Operations Manager and vRealize Life Cycle Manager to ease the management of multiple data centers and remote sites.

Leveraging the
ServiceNow integration
with vRealize
Automation, HCLTech
enabled the client to
utilize all the catalog
services on vRealize
Automation through
ServiceNow

HCLTech provided an automation solution to update servers with the latest patches and create a datacenters to the cloud management platform seamless backup strategy for all sites and OS versions

HCLTech added an auto request and workflow resume functionality to improve the request fulfillment process



The deployed solution was designed in a way that ensured the

addition of multiple satellite

sites as and when

necessary

HCLTech integrated all in-house and third-party tools with Higher control over multiple data centers and remote sites with automated provisioning and configuration vRealize Operations and built modular workflows for effortless and intelligent operations

HCLTech deployed a multi-site deployment architecture with VMware vRealize Automation in a distributed, high availability mode for the client

