



Multibillion dollar company saved 30% on their virtualization initiative & achieved faster roll out

Highlights

- IT Infrastructure is core to DCM's offering whether on-prem or on cloud.
- Our competency center which ensures that we have access to the latest technologies and can test solutions before rolling out for the customer.
- Transitioning methodologies and ability to build processes for smooth functioning.
- Project management for cross-border projects. We have executed projects in more than 9 countries with this methodology.
- Deep capability across a wide range of skills from VMWare to operating systems, databases.

The Client:

Our client is a North America based IT automation giant. They operate from more than 50 locations in North America. In addition to their offices they also have a field force which is spread across the US and Canada.

While the critical servers in the customer's environment were on IBM AIX there were hundreds of Intel based servers all across the company. Due to the low cost of Intel servers there was a proliferation of servers which created a management nightmare for the IT team. VMWare was becoming mainstream and they had seen a lot of success stories. The company also had a mandate to reduce their carbon footprint. Given both these issues the company embarked on a drive to reduce their server count by 5:1. Due to the multiple divisions across the United States, five time zones and different points of criticality this was going to be an elongated project.

Challenges:

- The customer did not have internal manpower to be able to do the migration on to VMWare
- The cost and time to roll out the project was becoming a hindrance because multiple stakeholders from multiple locations were involved.
- Each application's attributes had to be tested to see if the performance would degrade when put on a virtualized infrastructure. For this there was also a need for having multi-skilled people available to do the testing before rolling out the application. The customer did not have bandwidth available to handle this.
- After the success of the pilot stage the management raised the criteria for consolidation to be more than 10:1. This changed the complete scale of the project.

Suggested Solution:

Since we had handled the customer's AIX consolidation project we knew of the practical challenges related both to the technology landscape as well as client specific challenges. Given the scale of operations we gave the customer the option of rolling out the consolidation initiative on a 24*7 basis so that the timelines could be crunched. Since we operate out of India and US we were able to also offer them the second advantage of lower costs.

We organized a team comprising of a project manager and architects to be stationed on-site at the customer premises. They did the complete planning for roll-out, identified the

Contact Us

India:

316, Udyog Vihar,
Phase-II,
Gurgaon- 126016

USA:

39159 Paseo Padre Pkwy
Suite 303, Fremont,
CA 94538

Email us:

sales@dcminfotech.com

Visit us:

www.dcminfotech.com

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dependencies and made the project plan. While there were some engineers as part of the team for doing the testing of the implementation, it was a team of cross functional people from the DCM NOCs in India who actually executed the project across time zones. There were challenges in getting availability of systems because some division had an overrun on their schedule and were not able to give us servers. Since we were looking at utilizing some of the existing infrastructure this issue caused delays. However, we re-adjusted these schedules dynamically from our India NOC since they were not impacted by the time zone issues.

There were challenges with typical I/O intensive applications and applications which were intensive on both compute and I/O. The DB administrators and the system administrators in the team figured out ways to tune the systems so that the performance could be ensured.

Since the target for consolidation had increased, the team also had to work on the combination of load that could be placed on each server. With more than 500 applications to be migrated this task was enormous and had to be handled without disrupting normal business operations.

The Benefits:

- Implementation was done on a very aggressive schedule because of the ability of running the rollout on a 24*7 basis.
- The customer achieved more than the 10:1 consolidation that was being targeted.
- Due to this their carbon footprint has reduced since the power and cooling requirements in the data center have fallen.
- Implementation costs were 70% less than what could have been done with everyone onsite.
- Management of the systems has become easier.