



## TIGO UNE TAKES ADVANTAGE OF OPPORTUNITIES FOR NEW BUSINESS GROWTH AND IMPROVED OPERATIONS WITH VCLLOUD DIRECTOR



**INDUSTRY**  
TELECOMMUNICATIONS

**LOCATION**  
COLUMBIA

### KEY CHALLENGES

- Provide a cloud service to support customers' legacy applications
- Implement new use cases that were previously difficult to integrate
- Scale as needed to meet evolving needs
- Speed customer on-boarding and provisioning
- Enable secure multi-tenancy

### SOLUTION

VMware vCloud Director 8.20

TIGO UNE is a Service Provider with a go-to-market strategy of integrating Telecommunications, Internet, Mobility, IoT, Cloud, Datacenter, Security, Voice and Collaboration services. Founded in 2006, TIGO UNE is one of the largest telecommunications companies in Colombia, and its parent company has a local presence in multiple countries in Latin America, North America, Spain and African markets.

TIGO UNE's presence and leadership in Central America, Colombia, Bolivia and Paraguay, and network integration in CLOUD TIGO, allow the company to offer differentiated service by incorporating multi-country solutions supported by its data centers in regions around the world. All TIGO UNE data centers have the ability to deliver VMware services in support of thousands of petabytes of secure and reliable data.

"As a long time VMware partner, we always expect a high level of reliability and serviceability from the platform," explains Jhon Gomez, Director Cloud & Data Center. "vCloud Director integration with other VMware solutions brings a layer of monetization that is key to our business."

### The Challenge

TIGO UNE's customers are primarily looking for cloud services that can support legacy applications in a hybrid environment, as well as the ability to protect workloads by leveraging Disaster Recovery-as-a-Service. As new customer use cases and needs emerge, TIGO UNE wanted to be able to offer services valued by its enterprise, government and SMB customers, however integration of new services was difficult. As a result, TIGO would not be able to take advantage of new revenue-driving opportunities. In addition, TIGO UNE wanted to ensure its ability to differentiate by providing cloud services for all of the regions it serves with the highest levels of agility and security, all while supporting multi-tenancy. Customers were demanding isolation and compliance for their hosted cloud environments.

"Deploying new services to improve our current offerings and go-to-market capabilities is critical," explains Gomez. "We need to be able to improve our agility and security while also ensuring speed of implementation."

“VMware’s vCloud Director is a secure and stable platform that supports the growth of our cloud business by monetizing every single resource in the environment - networking, storage and compute.”

JHON GOMEZ  
DIRECTOR CLOUD & DATA CENTER

#### BUSINESS BENEFITS

- Reduces CapEx by eliminating development of custom portal
- Decreases OpEx by reducing administrative overhead
- Improves SLAs
- Faster time to market for new service offerings
- Meets customer self-service and security needs
- Speeds customer onboarding and business growth
- Ensures workload security and automated resource control

#### VMWARE FOOTPRINT

- VMware vCloud® Director™
- VMware vCloud Availability
- VMware vCloud Networking and Security
- VMware NSX®
- VMware® vCenter™ Chargeback Manager™

#### The Solution

TIGO UNE selected vCloud Director as its Cloud Management Platform (CMP), enabling the deployment of isolated and secure environments for tenants. The solution allows TIGO UNE to provision mission critical workloads that are relevant to a customer’s core business, as well as virtual machines that are part of the customer’s environment.

“vCloud Director allows us to create the right products and efficiently service our customer,” says Gomez. “The evolution of VMware service provider solutions enables us to quickly and easily implement new use cases, and that gives us the ability to add value for our customers while creating new revenue opportunities.”

Based upon the vCloud Director platform, TIGO UNE has been able to design new service offerings to meet customer needs by integrating existing Cloud services to other layers, including applications, networking, storage, backup and recovery, virtual desktops, cyber security, IoT, big data and analytics. All of these services are offered under the same cloud environment in private, hybrid and public operational models. This enables TIGO UNE to meet the demanding integration, management and operation needs of corporate customers.

Security was a critical factor when making the decision for the new CMP solution. While the cloud is specifically targeted to enterprise customers, small businesses can also benefit from the advanced services. In the past, TIGO UNE relied on vCloud Network and Security components, and this security capability is currently being migrated onto VMware NSX. Tenants gain visibility as well as the ability to handle Day 2 operations in the security field on their own by utilizing the self-service portal on top of vCloud Director 8.20 and NSX. TIGO UNE has been able to implement Role Based Access Control (RBAC) at a very granular level per tenant by applying permissions to each resource pool in the IaaS offering.

“We selected VMware because its offering is so robust, agile, flexible and mature. Because VMware is the platform of choice for our enterprise customers we are confident it will be meet the service levels corporate customers require,” explains Gomez. “VMware is instrumental to our cloud strategy. In addition to the centralized proactive monitoring, capacity planning, orchestration and automation tools available for the vCloud Director framework, it also facilitates administration of our Software-Defined Data Center (SDDC) platform.”

#### Business Results and Benefits

TIGO UNE has realized benefits in several areas, including a reduction in CapEx and OpEx, improved SLAs, and faster time to market for new offerings.

The vCloud Director portal eliminated the need to invest in the development of a custom portal, saving money as well as the time and resources that would have been dedicated to development efforts. That allowed TIGO UNE to focus resources on where it has the largest impact – solving customer’s challenges.”

vCloud Director has also provided operational advantages for TIGO UNE by reducing administration overhead while providing the ability to scale up as needed without sacrificing a secure multi-tenant, elastic environment. At the same time, the stability of the vCloud Director platform requires a smaller operations team and results in fewer service interruptions, which improves operations while contributing to customer satisfaction.

The delivery and innovation of new services has been significantly improved since deploying vCloud Director. Before vCloud Director, TIGO UNE provided dedicated hosting where it delivered individual, per-tenant resource pools and administration consoles (vCenters). In addition to the administration demands, this also added costs. With vCloud Director, cloud has become the primary offering.

“Time-to-market has been dramatically affected in a positive manner by standardizing our offerings under vCloud Director,” says Gomez. “We have seen better SLA experience by using vCloud Director, and we also have identified initiatives to improve our internal and external SLAs even more by deploying orchestration, automation and DevOps initiatives in the future, knowing vCloud Director is capable of supporting these accelerators.”

Today TIGO UNE also uses the built-in chargeback and metering tools in vCloud Director to measure, analyze, and report on utilization and costs associated with its VMware-based cloud infrastructure. The cost transparency enabled by vCenter Chargeback Manager allows TIGO UNE to validate and adjust financial models based on resource consumption.

### Looking Ahead

“The big difference between vCloud Director and other alternatives is the networking and security framework,” says Gomez. “It enables us to administer the platform in an agile, efficient and practical manner without having to access and interact with perimeter equipment to deliver a complete and secure solution for our customers.”

TIGO UNE is planning to adopt vCloud Director 9.0 in the near future and to introduce the multi-site and federation of vCloud Director’s functionality by deploying vCloud Director 9.0 and vCloud Availability 2.0 locally and in all TIGO Datacenters in the region. This integration will create a single, unique cloud offering for both IaaS and DRaaS. Additionally, TIGO UNE is planning to use the upcoming hybrid cloud extensions provided by vCloud Director 9.0 to facilitate interaction with the existing on-premises VMware-powered customer data centers, which will extend TIGO UNE offerings to the hybrid cloud.

The orchestration, automation and DevOps capabilities of vCloud Director 9.0 create new opportunities for TIGO UNE, and it will be deploying these tools along with its vCloud Director 9.0 upgrade.

“vCloud Director is one of the fundamental pillars enabling new business and possibilities for TIGO UNE,” concludes Gomez. “It’s a secure and stable platform that supports the growth of our Cloud business by monetizing every single resource in the environment - networking, storage and compute.”

