



Reduced average migration of 100 VMs by 90%: four months to twelve days



Accelerated time to revenue from months to weeks



Expanded upsell opportunities for existing customers and differentiator for new customer acquisition



Reduced migration complexity and OpEx costs by adopting VMware Cloud Availability

## CCL GROWS DISASTER RECOVERY SERVICES — AND ITS BOTTOM LINE — WITH VMWARE VCLLOUD AVAILABILITY

Computer Concepts Ltd. (CCL) operates nine data centers across New Zealand and hosts workloads for many of the country's largest and most complex organizations, as well as smaller innovative local businesses. CCL prides itself on building quality services, designed and deployed by some of New Zealand's most passionate and experienced engineers.

### Meeting diverse customer needs for disaster recovery without creating complexity

As a technology partner for organizations of all sizes, CCL wanted to provide an enterprise-grade disaster recovery (DR) solution that would allow its customers to select the protection RPO levels to meet individual business needs. In addition, the DR solution needed to be easy for customers to administer, use and provision while also being easy to query via an API to record usage and billing data.

Formed in 2019 through the merger of Spark-owned Revera and Computer Concepts Limited, CCL is the largest New Zealand-focused IT services company with close to 700 employees and 11 offices nationwide. They offer multi-platform expertise and services tested and proven by some of New Zealand's most important organizations..

#### INDUSTRY

Cloud and IT Services

#### HEADQUARTERS

Christchurch, New Zealand

#### VMWARE FOOTPRINT

vCloud® Availability  
vCloud Director®  
NSX®  
vSphere®  
vRealize® Network Insight™  
vRealize® Operations™  
Horizon®  
Workspace ONE®

At the same time, as CCL's customers progress in their journey to the cloud, it became increasingly complex and time-consuming for them to migrate workloads. Because CCL effectively acts as the IT department for some of its larger customers, including providing everything from internal help desk for support to patching the servers and maintaining the environments that they are running, the company also wanted to streamline the migration process while giving customers more control over the process.

### Expanding a partnership – and business opportunities – with VMware vCloud Availability

CCL's growth from a professional services organization into a provider of managed and cloud services has relied greatly on a strong relationship with VMware. When CCL wanted to give customers a way to protect and recover workloads and data while also providing flexible workload migrate from on-premises resources and between clouds, VMware was there to help.

CCL deployed vCloud® Availability in six of its data centers, protecting more than 400 virtual machines (VMs). CCL is leveraging vCloud Availability for on-premises disaster recovery, cloud-to-cloud disaster recovery, and migration.

"We see vCloud Availability as an incredibly useful solution to provide DRaaS to our customers," says Jon Waite, Chief Technology Officer. "The testing functionality built-in to vCloud Availability is massively useful in helping our customers validate their VM recovery situation and confirming operations prior to a DR event."

The majority of CCL customers are currently using vCloud Availability as part of their disaster recovery and business continuity planning requirements, either from CCL data center to CCL data center, or customer on-premises to/from a CCL data center. CCL links multiple sites using vCloud Director®, giving customers a single pane of visibility across locations. Customers can control VM replication and the RPO settings for VMs as well. They can conduct their own tests by standing up the replicated VMs in one data center, confirm that everything works, and then eliminate that environment once that testing has been complete.

From a migration perspective, vCloud Availability has benefited both customers and CCL's bottom line.

"Our intention has always been to put as much control into our customers hands as we possibly can," "VMware vCloud Director let us do that, and with the addition of vCloud Availability we are able to provide even more functionality and flexibility for customers — they don't need to rely on our engineers to make changes as their business demands dictate. It not only gives customers greater control but also accelerates time to value for us."

### An aggressive rollout delivers big business results

CCL was aggressive rolling out disaster recovery and migration capabilities across its environment, going from zero to 400 replicated VMs within the first twelve weeks of deploying the VMware-powered solution. After just three months, CCL had numerous customers leveraging the benefits of VMware Cloud Availability and the response from customers has been overwhelmingly positive.

"Every single customer that I've spoken to loves the functionality and the self-service capability. It's just easy — easy to add VMs to DR replication, change RPO levels for protected VMs, and test discreet or complete DR scenarios to their failover location without disruption to production environments," notes Waite. "It's also a big win on our end because we can see what's replicating and on what schedule. We can view the status of those replications, so we know that services are protected or lagging. We can also control the capability to run the testing and prove that if the worst happened, our customers can stand up all their workloads, applications and data in another location. Gaining peace of mind is the main feedback I receive from our customers."

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JON WAITE  
CHIEF TECHNOLOGY OFFICER  
COMPUTER CONCEPTS LTD

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The reduced time to migrate workloads has been a benefit for both customers and CCL. Because customers now have the ability to self-migrate, they can see the vCloud Availability tenants in their environment, link up to the CCL data center, and control the servers being replicated. Customers can also perform a test for servers in the environment to make sure everything is working before they commit to the changeover. Finally, they can

then perform the changeover themselves – workloads are migrated at the push of a button.

“For one of our customers, a 100 VM migration that was expected to take up to four months was completed in two weeks with VMware Cloud Availability. That means we are realizing the revenue stream from those workloads being hosted in our environment in two weeks rather than at the end of the four-month project. And the difference from the customer’s perspective is that they aren’t paying for all the engineering hours that it would have taken our team to provide them with the assistance to do that migration for them,” adds Waite. “vCloud Availability is simple, easy and quick to implement – it does what it says and that makes it easy for customers to consume.”

The licensing model has also proved favorable compared to that of some of the other tools and technologies CCL has been using. Because vCloud Availability is licensed per VM it makes it easy for CCL to consume the licensing, and as a result is more cost effective when compared with some of the other replication technology platforms.

### Next Steps

“In terms of customer uptake, it’s been very good and we’re expecting that that will continue as we make it available to more and more customers,” explains Waite. “It’s a very, very easy upsell for existing customers in our platform, and it’s a very attractive option for new customers bringing their environment to us for the first time.”

CCL expects to have over one thousand VMs in the environment within the first year. In fact, the solution will be playing a significant role in the ongoing growth of the company due to its close relationship with VMware.

“VMware support behind this has been outstanding, and I’ve got no concerns with going to a much larger number of VMs for even more customers,” concludes Waite. “It’s a win-win: we make DR planning and operations easier for customers, and VMware makes it easier for our team to deliver an exceptional service experience and grow our business.”



@CCL\_Support grows disaster recovery services and bottom line with #VMware vCloud Availability

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