



CARBON60
THE MANAGED CLOUD COMPANY

Carbon60 Mitigates Cloud Migration Risks for Enterprises by Managing IT Ops

COMPANY

Carbon60

INDUSTRY

Cloud Services

HEADQUARTERS

Canada

PARTNER CHALLENGES

- Security risks during cloud migration
- Operational inefficiencies
- Lack of expertise for cloud adoption
- Lack of visibility for in-depth cloud analysis

About Carbon60

Enterprises migrating to the cloud face complexities that come with it. They need to avoid dreaded security breaches, prolonged downtime, and the possibility of decreased productivity and standards. Carbon60 partnered with VMware to tackle cloud migration roadblocks and brought the best out of this transition.

Carbon60 is Canada's preeminent, end-to-end, multi-cloud managed service provider specializing in cloud design, migration, and management for small to multi-national enterprises. The cloud platform expert is one of VMware's largest Canadian service provider partners. They deliver managed infrastructure solutions to customers of various sizes, in various industries who prefer not to build their own data centers or applications on their own infrastructure and instead trust Carbon60 to build, operate, and optimize a scalable and resilient hosted platform in Canada so they can focus on their applications.

Carbon60's offering takes care of the physical elements of a solution (e.g., data center, network, compute, storage) along with managed hypervisors and monitoring and patching. The solutions can also include backup, disaster recovery, enhanced security services, and professional services. In addition, they can provide flexibility in a co-managed private cloud for customers who require more control. They also match this with hybrid cloud solutions to assist customers looking to transition to the public cloud with assessments, cloud-native migrations, and 24/7 management of public cloud solutions combined with cost management services powered by CloudHealth. They specialize in offering services to various verticals like healthcare, financial services, government, and technology companies.

Adopting the Cloud – Not an Easy Flight

While 97% of modern infrastructure spending is still on-premises, enterprises are largely contemplating a flight to the cloud with all the merits that come with it. From the best cloud management practices to cost efficiency and optimization, it looks like a simple journey to cover.

VREALIZE OPERATIONS BENEFITS

- Maximized ROI for cloud operations
- Accelerated journey to VMware Cloud on AWS
- Unified visibility across multiple clouds
- Increased operational efficiency

VMWARE PRODUCTS DEPLOYED

- VMware vRealize Operations
- vRealize True Visibility Suite

Here's the catch, the cloud journey isn't as easy as it looks. From choosing the right cloud environment to taking the right cloud migration approach, many enterprises fail to reap the benefits of increased flexibility, faster application deployment, better collaboration, and greater cost savings. Organizations often have limited visibility into the infrastructure that is the underpinning of all services – being able to build health scores, co-relation, and capacity planning, are usually manual tasks that are difficult and time-intensive to get any real data on. Organizations would have to use many disparate tools to be able to do this in an automated fashion for reports.

To make the most of the cloud, enterprises must understand their business needs and challenges before preparing for any new infrastructure.

Enterprises Migrating to the Cloud Face Operational Inefficiencies

Picking up the infrastructure and swiping it up to the cloud doesn't solve the problem. A lot can go wrong for enterprises when moving to the cloud. Getting the IT staff and users aligned to the new cloud environment, hiring adequate expertise to keep up with the cloud, tool adoption, and security risks are huge concerns.

Prior to the partnership with VMware, the multi-cloud service provider looked forward to addressing access and visibility issues across its infrastructure. Automated reports with huge data couldn't be decoded. A single pane of glass would be the best addition for enterprises to analyze all the data.

With Carbon60, Cloud Migration is as Seamless as it Gets

As a managed infrastructure solutions provider, Carbon60 moves with an end-to-end approach to the cloud and empowers enterprises with a seamless digital transformation experience.

Carbon60 assists customers at a pace that suits them, with capabilities and partnerships across AWS, Azure, and Google Cloud Platform. Their VMware-powered Canadian managed hosting platform continues to be the solution for customers that aren't ready to or prefer not to move workloads to the public cloud. Carbon60 helps its existing and new customers move to the right cloud model when they are ready to modernize their apps. With its functionalities, the emphasis is on moving base to the cloud without any damage or loss of data or performance.

Carbon60 needed visibility with tools to provide more transparency to their clients beyond data. Visualization is critical for managed services, making it essential for Carbon60 to access internal capabilities and better organize its business. When it joined forces with VMware, Carbon60 changed the game for its customers and the cloud.

VMware Empowers Carbon60 in Delivering Cloud Monitoring Solutions

Spanning private and public cloud capabilities, VMware partners with Carbon60 to offer technical and business development support.

The leading end-to-end multi-cloud service provider assists their customers in their cloud transformation with VMware-powered managed hosting platform and VMware's unified, AI-powered platform, [vRealize Operations](#). It helps them speed up the ideation for new service offerings to bring to the market. VMware's support also provides consultation on improving their platform and synchronizing various tools and products to help move them forward towards becoming a hybrid managed service provider. All of their shared hosted cloud customers are running on environments monitored by vRealize Operations.

“If you don’t have deep visibility of your environment, you need to understand what to automate before doing the work, or you will end up automating failure or automate things that do not bring value. vRealize Operations can give us that deep visibility into how our environment operates and we can then make better decisions on what to automate and how, allowing us to become more efficient.”

TROY MACVAY,
CTO, CARBON60

CloudHealth enables Carbon60 to deliver comprehensive cloud cost management services and internal governance on tracking costs as they manage an increasing customer base on the public clouds. vRealize Operations provides visibility into their systems and offers transparency to customers asking for more reporting tools on the infrastructure that Carbon60 provides on a regular basis, rather than having to parse through multiple tools. Additionally, by working with VMware, Carbon60 gets access to insights around market trends, use cases, etc. helping them monetize their offering.

Why vRealize Operations is Critical to a Smooth Cloud Experience

Carbon60 equips enterprises with a unique insight into IT ops which opens new horizons of visibility across private, hybrid, and multi-cloud environments. vRealize Operations assists in better decision making on IT’s behalf which unravels the potential of a strong IT infrastructure.

Creating a bi-directional approach for multi-cloud management, vRealize Operations optimizes costs and capacity, delivers a stellar performance, makes the most of AI and Machine Learning, and gives astute insights with predictive analytics. The automated, single pane of glass reporting that’s available to them, gives their operations and engineering teams more tools and time to address customer issues. They also offer customized reports to their larger customers.

Available to managed hosting clients and for customer-provided infrastructure, Carbon60’s Monitoring solution automates and simplifies IT management with full-stack visibility from physical, virtual, and cloud infrastructure—including Virtual Machines (VMs) and containers—to supporting apps. Here are some of its capabilities:

Maximized ROI for Cloud Ops

The solution assists customers in minimizing downtime, reducing issue-resolution workloads, and capturing savings through optimization activities while achieving efficiency through self-driving operations.

Accelerated Journey to VMware Cloud on AWS

vRealize Operations simplifies the hybrid cloud management from migration assessment, cost analysis, modeling different scenarios, and planning to operationalize hybrid clouds in production. They get data around how they could migrate workloads between the different environments and see the utilization and the cost savings there.

Unified Visibility across Multiple Clouds

The AI-powered solution meets the needs of modern IT strategies by highlighting insights for planning deployments and migrations, providing unified monitoring and visibility for consistent operations, and improving support for the developer and operational agility. They do have use cases for vRealize Operations where they use public cloud management packs. They can see both the customer’s public cloud and on-premises environment, from a monitoring and reporting capabilities perspective.

Increased Operational Efficiency

vRealize Operations extends the visibility for customers by enabling them to monitor heterogeneous environments of the data center. Adding [vRealize True Visibility Suite \(TVS\)](#), users can access hundreds of dashboards, custom objects, alerts, and metrics to perform rapid root cause analysis and deliver more value with a unified view. The dashboard insights allow them to monitor the health of their infrastructure based on the actual workloads and be more efficient and serve their customers better.

vRealize Operations does a great job of collating all the VMware data and through TVS brings in all of Carbon60's other infrastructure data and that includes host-level data from Dell, their infrastructure platform, Cisco Unified Compute System, and all of their storage platforms – they brought that in to give them visibility on the co-relation side as well. If they have a challenge and they're looking for capacity data, they can go to one place and get an abundance of information.

Extending the incredible capabilities of vRealize Operations, Carbon60 utilizes TVS internally for supporting infrastructures through different management packs and insights. Deployed with vRealize Operations, TVS enables Carbon60 to access capacity data easily and presents a single-pane of view of all hardware that would be viewed as dependencies of their hosted cloud stack. Since they offer managed services, this allows them to offer improved insights and operations to their end customers.

What's the Next Milestone for Better Cloud Visibility?

With VMware's self-driving IT Operations Management platform, Carbon60 tackles its business demands for standard cloud infrastructure.

In the near future, in partnership with VMware, Carbon60 aims to unlock the next phase of infrastructure visibility for their hosted environment and hybrid scenarios with the public cloud for a holistic view. This will provide additional value to customers as they rely on Carbon60 to manage the OS and infrastructure with more insight on health and performance. Not only does the platform deliver extensive value to Carbon60 but also to their customers, offering more efficiency and less time for their staff in troubleshooting issues as well as app visibility.

Carbon60 plans to leverage the vRealize Operations Tenant App to offer Monitoring-as-a-Service to their end customers with VMware Cloud Director. They run the tenancy model in vRealize Operations to give certain customers visibility into their own dashboards and into their own service. It can also be used for metering the infrastructure services provided by them to their tenants. As more and more enterprises take the flight to the cloud, it has to be organized for a better cloud future.