Ensono Reduces Costs and Helps Clients Leverage Hybrid IT Strategy with VMware vRealize Operations

COMPANY
Ensono, LP

INDUSTRY
Managed Service Provider
Hybrid IT Service Management

LOCATION
Headquarters: Near Chicago, IL, US

DATA CENTER LOCATIONS IN:
- United States
- England
- Wales
- Germany
- Poland

KEY CHALLENGES
Simplify and automate IT operations and provide unified visibility from applications to infrastructure, across clients' physical, virtual and cloud environments

SOLUTION
VMware vRealize® Operations™

Trusted by some of the world's most successful companies, Ensono delivers hybrid IT solutions customized to each client's IT journey. In addition to *Ensono Cloud*, a secure private cloud environment designed to run business-critical applications, clients also benefit from Ensono Envision, the company's unique service management platform that facilitates true hybrid IT between different applications and infrastructure platforms via a single pane of glass.

A longtime VMware Cloud Provider Partner, Ensono was recognized with a "Partner of the Year" award for its success in embracing VMware's Software-Defined Data Center (SDDC) vision, giving Ensono clients an advanced virtualized networked environment that takes full advantage of the benefits of Software-Defined Networking (SDN).

The Challenge

Ensono has witnessed an evolution in client needs, with organizations moving from traditional mainframes to a hybrid IT approach that leverages public and private cloud, as well as on-premises solutions running on VMware stacks. With Ensono Envision, a services platform for managing complex client solutions regardless of data center or cloud infrastructure and location, the company wanted to simplify and automate IT operations and provide unified visibility from applications to infrastructure, across a client's physical, virtual and cloud environments.

The Solution

"We saw over a decade ago that VMware is a game-changer. Any time you can start leveraging the resources of hardware and maximize those resources it's a win. With software-defined networking, VMware lowers our cost of infrastructure and eases the management of that infrastructure," explains Steve Lord, Senior Product Manager.

"We want to obtain as much data as we can in a meaningful format so that our engineers can make decisions quickly. Using vRealize Operations helps us do that while driving down our costs and improving our ability to ensure that our clients can leverage the benefits of a hybrid IT strategy."

STEVE LORD
SENIOR PRODUCT MANAGER, ENSONO

BUSINESS BENEFITS

- Reduce time to onboard new clients by 50% with automation
- Enable faster provisioning of VMs and applications with centralized information and trending of an environment
- Improve capacity management and planning efficiency
- Reduce time required to manage a client environment
- Integrate with the existing Ensono Envision. Service management platform via APIs for a federated solution
- Eliminate cost of buying, maintaining and integrating several tools via consolidation

"In the past, with dedicated environments, we relied on very traditional networking and management tools. That created islands, which prohibited the efficiencies we need as a managed services provider. With VMware, we optimize two critical areas of our business – the network with NSX, and management with vRealize Operations."

For clients in dedicated environments with remote infrastructure management, where NSX is not an option because clients are still operating from their own data centers, Ensono has integrated vRealize Operations with Ensono Envision, via the API set. This has given Ensono the ability to have different client environments running on vRealize Operations as a federated management platform, with one master vRealize Operations system.

"In our business, information is power," says Lord. "With vRealize Operations we gain the advantages of visibility into data and the ability to resolve incidents that happen in that environment faster than we could before, as well as understanding the capacity of what's going on in those environments. We can even show the client data and give them access to performance dashboards, via our web portal."

Business Results and Benefits

VMware vRealize Operations delivers continuous performance optimization based on intent, efficient capacity management, proactive planning and intelligent remediation, helping Ensono optimize, plan and scale Ensono Cloud (SDDC using NSX) and multi-cloud deployments. With the ability to use software to define an environment and then manage that environment with vRealize Operations, Ensono can automate workloads and easily gather data to act upon any incidents that may impact a client. In addition, with centralized information and trending of the environment, Ensono can act upon this data, enabling the roll out of new services while also provisioning virtual machines and applications more quickly.

"With vRealize Operations we can determine if a problem is isolated to a single client or is an infrastructure or data center-wide issue. The improved visibility helps engineers reduce the mean time to resolution, bringing a client's environment or a particular machine back up and running again quickly for minimal impact," notes Lord. "The reduction in mean time to resolution translates into cost savings for Ensono. At the same time, the integration of vRealize Operations with Ensono Envision, allows us to dramatically improve the time to onboard a client with the automation of processes. This cuts our engineers' time in half, which lets them work on other tasks that deliver greater value to our clients and our business."

With vRealize Operations APIs, Ensono can feed data from capacity planning dashboards as well as incidents, reducing the complexity of managing across clouds by creating a single tool with Ensono Envision. Prior to deploying vRealize Operations, Ensono relied on a separate capacity planning tool. With vRealize Operations in place, Ensono gained connectivity into Ensono Envision, which allows data to be leveraged by the company globally and under one platform while consolidating management, performance and capacity planning capabilities. This enabled Ensono to reduce the costs associated with maintaining, buying and integrating tools with duplicated capabilities.

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"Nobody wants to overspend if they don't have to, and vRealize Operations provides a level of visibility that clients didn't have before. It also gives our team visibility to help clarify the source of application problems. Is it the infrastructure? Is it the application itself having a problem? Is it the database? Today we can quickly look at something in the infrastructure through vRealize Operations and determine what's running well and what isn't, from storage to CPU to memory, we can see it all."

STEVE LORD
SENIOR PRODUCT MANAGER, ENSONO

VMWARE FOOTPRINT

- VMware Cloud Verified Solution

- VMware vSphere
- VMware NSX
- VMware Cloud Director
- VMware vSAN
- VMware vRealize Automation
- VMware vRealize Operations
- VMware vRealize Log Insight
- VMware vRealize Orchestrator
- VMware vCenter

The data and visibility provided by vRealize Operations has given Ensono the ability to help clients with capacity planning as well. In some cases, clients acquire new companies and need to merge data and systems and consolidate data centers. Ensono can provide guidance to help identify what to buy so they don't over provision. The reporting available with vRealize Operations has also helped with capacity management and planning for clients with dedicated environments as well as in the Ensono Cloud environment. In these cases, Ensono is buying hardware and they need to understand what is needed in the infrastructure, especially in a Remote Infrastructure Management (RIM) environment. Ensono can show these clients data to demonstrate capacity problems, trending and what-if analysis to 'right-size' the environment. Without that granular visibility, Ensono would be chasing incident tickets, which is time and resource consuming and, ultimately, adds cost.

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Looking Ahead

Looking ahead, the VMware SDDC stack will form the global standard platform for Ensono, serving as a foundation to grow its SDDC offering in all locations to benefit clients. Ensono is also evaluating VMware Cloud Director Availability to remove the barriers associated with workload migrations, and disaster recovery enabling Ensono to more quickly on-board clients and provide robust client application availability. This would enable faster time to revenue for Ensono and simplified cloud consumption for clients.

"We want to obtain as much data as we can in a meaningful format so that our engineers can make decisions quickly," concludes Lord. "Using vRealize Operations helps us do that while driving down our costs and improving our ability to ensure that our clients can leverage the benefits of a hybrid IT strategy."

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