



## CASE STUDY

# VMware®

### COMPANY

**NAME:** VMware

**HEADQUARTERS:** Palo Alto, California, USA

**INDUSTRY:** Cloud infrastructure and business mobility solutions

**PRODUCTS AND SERVICES:** Leader in virtualization and automation of computing, networking and storage resources from the desktop to the data center and to the cloud.

**REVENUE:** 6.5 billion (2015)

**EMPLOYEES:** 18,500

**WEBSITE:** [www.vmware.com](http://www.vmware.com)

### DATA CENTER ENVIRONMENT

VMware provides cloud and virtualization software and services, and has more than 20 data centers all over the world, containing 70,000+ assets. The data centers are used for internal corporate business purposes, including traditional IT services, engineering R&D services and collaborative business ventures. 350 unique tenants (with 4,500 tenant users) are served, and the total global cabinet total is around 3,500.

### ASSESSING THE CHALLENGES

VMware is committed to being responsive and giving customers the best possible experience, reliability and availability. Additionally, the company wants to make customer satisfaction initiatives more proactive, less reactive and less problem-oriented. Its facilities house a great variety of devices and hardware, because R&D requires testing with as many server, storage and network models as possible. Frequent and varied change requests are a given, because of the large and diverse tenant population, and these changes are often informal, making Service Level Agreements (SLAs) difficult to measure and enforce.

***"Business requirements have significantly matured in the past two years with the introduction of new Data Center Services, including Hardware as a Service (HaaS) and Data Center Consolidations. Nlyte has served as a center-piece in planning and execution of these new services."***

**Phil Pennington**

Global DCIM Lead & Solutions Architect, VMware

Among VMware's challenges were operational consistency, accurate asset inventory, and mapping data center assets to business group owners or individual tenants. The operations team was expected to research and manually update asset information in existing, siloed solutions. But with 20+ sites and over 70,000 assets to inventory, with minimal existing asset records data, VMware faced a monumental challenge. The company also wanted to get a much better handle on operational metrics, such as service ticket distribution and corresponding completion rates. Overall, asset and power management were the main goals.

Each team within VMware was using its own system: Oracle Financials for purchasing and various "home grown" and hybrid systems were for logistics and operations. None of these systems was integrated. Few were used consistently. Previous attempts to adopt a data center asset management solution failed to gain buy-in from in-house users.

VMware realized that more consistency, transparency, control and participation from its teams were critical. The requirement became ever more pressing as, over the two-year period, VMware has deployed two new operations service-request ticketing systems concurrently with the new DCIM solution.

Significant challenges lie in each of the primary DCIM feature/functional areas including: a. Asset Management, b. Power Management, c. Change Management, d. Cable Management and e. Capacity Management



## **NLYTE DELIVERS A COMMON SOLUTION ACROSS THE ENTERPRISE**

After evaluating a dozen solutions, VMware chose Nlyte based on a feature-matrix analysis with longer-term market viability considerations. In particular, Nlyte impressed the VMware team with its feature-rich offering, accessible analysis and long-term commitment to cooperation and improvement.

A project of this scope, encompassing so many departments and their individual needs, is rife with project management challenges. A DCIM onboarding plan was created which, while it addressed the global deployment needs of the company, also clearly defined the roles for various departments. With a common, easily accessible tool with which to work, teams were able to address their unique needs, while the Nlyte solution enabled standardization and definition of user roles and processes.

Nlyte made it possible to view and manage all asset information in one place, despite the great variety of devices present. Automated systems from Nlyte helped the operations team with more convenient and accurate on-the-floor auditing and change management. This automation also enabled the tracking of assets through their lifecycles, from loading dock to decommissioning.

With Nlyte, teams could visualize remote locations for planning and use reports like power utilization per cabinet and the heat map to track power usage at all locations. This transparency immediately gave the team the information they needed to consider changes to conserve power. Several analytics reports native to the solution proved immediately useful, and the flexibility to create custom reporting as needed has been vital as the team's requirements evolved and changed.

Nlyte simplified the process and helped get data loaded quickly as well as automating data migration and reports. Nlyte's reports on the relationships between data center resources and business groups and tenants made possible mapping per tenant group for more accurate planning.

Both operational and data consistency empower constant improvement goals.

### **FOR MORE INFORMATION**

- Contact Us: [info@nlyte.com](mailto:info@nlyte.com)
- Visit Us: [www.nlyte.com](http://www.nlyte.com)

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## **THE NLYTE SOLUTION**

VMware is using a wide variety of Nlyte features, including the Data Center Module, Floor Planner, Reporting, Bulk Data Manager, Nlyte Barcode, Organizer, Nlyte NgageAPI and Nlyte Integrator. They are currently in the process of implementing Nlyte's workflow capabilities, and have realized the real need for Connection Manager as well. Approximately 4,500 people have view-only access to the Nlyte system, while a core group of about 100 are daily, active users with varying degrees of access.

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**Phil Pennington**

## **PARTNERING WITH NLYTE**

"Within a year, we have accomplished the onboarding of over 20 sites of varying sizes and complexity without increasing the core DCIM project team size. This would have been impossible without Nlyte's solution and their guidance," said Phil Pennington, Global DCIM Lead & Solutions Architect at VMware. Nlyte's personnel continue to impress the VMware staff, who say the support services team at Nlyte is "very responsive."

"We've leveraged the knowledge of the Nlyte Customer Support group frequently for everything from product update installations and configuration to issue resolution. Not only are they there for us daily, but we really feel like a partner with the Nlyte team – we frequently collaborate with the Account team on technology adoption roadmap discussions and planning. We even discuss customization planning with the Nlyte Product Management team."

### **About Nlyte**

Founded in 2004, Nlyte Software is recognized as the industry leading data center infrastructure management (**DCIM**) solution provider. Nlyte's DCIM provides unmatched functionality that supports all data center processes across the entire "dock to decom" lifecycle. With a 98% customer retention rate, Nlyte's DCIM solution is used by many of the world's largest and most sophisticated data centers, as well as many small and medium sized organizations. Customers can quickly deploy the Nlyte DCIM solution and begin to immediately enjoy reduced costs and increased efficiency across all data center processes. For more information, visit [www.nlyte.com](http://www.nlyte.com) or follow [@nlyte](https://twitter.com/nlyte) on Twitter.