Project Scope

A large financial services organization already had a long history of virtualization—operating a high number of x86 virtual machines in a global environment—and an established virtualization-first policy. Although the organization had made great progress in virtualizing a large percentage of its server environment, it continued to struggle with its transition to a service-delivery model. Its primary challenge lay in implementing advanced management functions to deliver ITaaS.

The organization worked with VMware Accelerate Advisory Services to implement a diagnostic assessment that would help the organization understand the transformation required to:

- Drive increased technology investment for business transformation
- Deliver infrastructure functions as automated integrated services
- Accelerate technology agility and innovation (e.g., speed, productivity, differentiation and operational excellence) to improve the margin associated with critical line-of-business offerings

Engagement

The VMware Accelerate Advisory Services team worked closely with the chief information officer (CIO) to execute a series of remote and onsite data-discovery sessions. A full day of interviews with IT and business executives enabled the VMware Accelerate Advisory Services team to collate a broad array of critical data that it would analyze and compare to industry best practices. The diagnostic engagement was broken down into four stages:

1. Business discovery – Data collection
2. Business assessment – Industry benchmarking and data analysis
3. Assessment development – A high-level, value-impact analysis comparing the current state to a hypothetical future state
4. Assessment delivery – A 90-minute oral delivery of diagnostic results to the executive sponsor and key stakeholders

Recommendations

The organization had achieved as many benefits as possible using VMware vSphere® for server virtualization, yet it needed to move into new technologies to achieve new goals and enable ITaaS. To meet its needs, VMware Accelerate Advisory Services experts concurred with the organization’s decision to implement four new VMware technologies:

- VMware vCenter™ Site Recovery Manager™
- VMware View™
- VMware vCenter Operations Manager™
- VMware vCloud® Director™
Engagement Outcome Summary

The VMware Accelerate Advisory Services benchmarking engagement revealed that although the organization was an early adopter of virtualization, it had not fully leveraged the benefits of the foundational elements. After a detailed data analysis and mapping of capabilities against industry best practices, the diagnostic assessment revealed that the organization could potentially realize USD $4.9 million in additional benefits.

The engagement also revealed that the new VMware technologies the organization was planning to implement (Site Recovery Manager, vCenter Operations Manager, vCloud Director and VMware View) would underpin $3.25 million of the projected $4.9 million benefit.

As a result, the engagement was a critical component in enabling the financial services organization to create a plan to move to the next level of IT transformation.