



## KEY HIGHLIGHTS

INDUSTRY: TECHNOLOGY



## CHALLENGE

Attachmate was facing the challenge of having a test lab that was consuming more and more resources, including power, space, hardware and manpower.

## SOLUTION

Attachmate uses VMware Lab Manager to improve product quality, reduce costs associated with the Test labs, and increase collaboration among groups in the Development organization.

## VMWARE AT WORK

- VMware Lab Manager
- VMware Infrastructure 3 Enterprise, featuring:
  - ESX Server 3 with NFS Shared storage
  - VirtualCenter 2

## DEPLOYMENT ENVIRONMENT

## ESX Server 3.0 running on:

Two Dual-CPU quad-core Dell 2950s with 32GB RAM

## Storage:

Two Dell PowerVault MD1000 storage with 4.5 TB of disk space.

## Guest Operating Systems:

32-bit and 64-bit CentOS 3, 4 & 5, 32-bit and 64-bit flavors of enterprise and desktop Linux, 32-bit and 64-bit Windows XP Professional in all major languages, 32-bit Windows 2000 Advanced/Standard Server, 32-bit and 64-bit Windows 2003 Enterprise Server, 32-bit and 64-bit Windows Vista Ultimate

## Applications running in guest operating systems:

Microsoft Visual Studio .Net 2003/2005, Microsoft Office 2003/2007, Oracle 10g R2, NUnit, Perforce, Trend Micro OfficeScan Antivirus, Resharper, STAF, Team City 2 build agent, WebSphere Portal 6

*"On average, our lab users save 10 to 20 hours a week on configuring and tearing down their own test machines. With VMware Lab Manager, we have increased collaboration among our teams (Test Engineers, Developers, Technical Support, etc) and reduced the response time to resolve customer issues. In addition, we have saved on hardware costs to replace obsolete machines and test our products on Vista. Our lab is no longer overheating and limiting us from producing higher quality products."*

Yens Stellar, Lab Manager,  
Attachmate

## Attachmate

Attachmate provides tools to help IT organizations better provide mission-critical services and assure they are managed, secure and compliant. Attachmate's leading solutions include host connectivity, systems and security management and PC-life-cycle management.

In 2005, Attachmate and WRQ merged and consolidated offices. As a result of the merger and restructuring, Attachmate suddenly had twice as many machines in its test lab, twice as many testers and developers using those machines, and half as many lab manager personnel. Because of this doubling of test hardware, one of the lab rooms at Attachmate's Seattle office was overheating, causing instability and unscheduled restarts, while the other lab room was maxed out on power. Lastly, only two people were managing the lab and serving the needs of over 100 users, a crushing workload for a physical lab.

VMware Lab Manager helped Attachmate overcome these challenges and revitalize its test lab. The consolidation of many virtual machines into a smaller number of physical hosts immediately solved the critical power, cooling and space issues. At the same time, the ability for users to self-provision pre-configured test machines automatically is saving hundreds of man hours a month in repetitive configuration and tear-down. With VMware Lab Manager, two FTEs are successfully managing a lab with over 400 machines and over 100 lab users.

## Results

- An average of 20x reduction of physical server-to-staff ratio
- Saving 10 to 20 hours per week per user in configuration time
- 200 virtual machines on 7 physical hosts serve 100 users.
- Over 100 obsolete x86 machines retired, freeing up space, cooling and power
- \$200,000 in foregone hardware refresh spending in first year
- Increased product quality and approved configurations thanks to more exhaustive testing
- Remote users in northern Washington State, Idaho and Texas can now access the same high-caliber test lab as local users.
- VMware Lab Manager's SOAP API provides tight integration with test automation tools, allowing automated testing and maximum resource utilization, day and night.
- Increased collaboration between development teams utilizing LiveLink to pass captured virtual machine states between teams

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