



“As our company grows, the best way to keep costs down and our customers happy is to virtualize. And VMware is a de facto standard for virtualization. It works with our heterogeneous hardware and software, and it gives us fantastic conversion abilities from physical to virtual machines. The overall reduction in TCO from deploying VMware lets us do way more with much less. That’s why VMware is—and will continue to be—a mainstay in our data center.”

— Dave Mitchell
Manager, IS Operations

KEY HIGHLIGHTS

Challenge

Provide customers with world-class service while containing costs and server sprawl in a heterogeneous data center

Solution

VMware software increases IT muscle and simplifies systems management to keep the data center as lean as possible

VMware at Work

VMware Infrastructure 3 Enterprise, featuring:

- ESX Server 3 with VMFS
- VirtualCenter 2
- VMotion
- Distributed Resource Scheduler (DRS)
- High Availability (HA)

Deployment environment

- ESX Server 3 running on Dell PowerEdge 1950s and HP ProLiant DL585s attached to an EqualLogic iSCSI SAN on Cisco 3750 switches
- Mission-critical applications running in production in virtual machines: Microsoft Exchange Server 2003, BlackBerry Enterprise Server, Outlook Web Access, Apache intranet web services, Microsoft Active Directory domain controller
- Guest operating systems: Windows Server 2003 (Enterprise and Standard editions), Windows XP, various Linux distributions

uptime software

uptime software provides systems management tools that allow its Fortune 1000 clients to make the most of their IT infrastructures. The company first installed VMware Infrastructure 3 early in 2007 to streamline its data center. “A lot of companies use VMware technology to consolidate servers, but as we’ve expanded, our customer services and our physical infrastructure has grown as well,” explains Dave Mitchell, uptime’s manager of IS operations. “But that growth was minimal compared to an equivalent deployment of 100+ physical machines, which is what we would have had to add if we didn’t virtualize.”

In addition to reducing hardware expenses, VMware Infrastructure 3 delivers powerful, simplified systems management. VMware® Distributed Resource Scheduler (DRS) seamlessly migrates processing loads between servers for maximum efficiency. The VMware® High Availability (HA) feature protects virtual machines that host uptime’s email system. “Having our Microsoft Exchange Server 2003 virtualized with VMware Infrastructure 3 allows me to sleep at night,” Mitchell said. “Features like DRS and HA translate to simplified management and guaranteed uptime.”

Most important, virtualization improves service for uptime’s customers. “Virtualization gives us the ability to be extremely nimble and responsive to customer requirements,” he said. “We can rapidly deploy virtual machines to replicate customer environments and close support requests quickly. That speed simply wouldn’t be possible in a physical environment—not to mention the overall high costs of such a scenario.”

Results

- Major cost avoidance. “Virtualizing with VMware saved us about 50 percent on hardware,” said Mitchell. “We still have lots of room to grow.”
- Reduced TC through hardware and systems management savings.
- Nimble, responsive architecture improves customer service.
- True high availability and resource optimization.
- Improved, simplified business continuity. “A virtualized production environment makes business continuity a snap,” Mitchell says. “We can pull a backup of a production virtual machine and get it up and running in minutes on a laptop!”

