VMWARE CASE STUDY

INDUSTRY
Finance

CORPORATE HEADQUARTERS
London, England

EMPLOYEES
2,500

ANNUAL REVENUE
£3,089m

WEBSITE
www.worldpay.com

OBJECTIVE
WorldPay wanted to create a completely automated environment to help customers provision infrastructure in a fast-paced environment.

SOLUTION
The company has completely overhauled its IT infrastructure. A major element of this was deploying network virtualization from VMware. Its estate is now 100% virtual.

BUSINESS IMPACT
- Increased business agility
- Quicker time to market
- Improved customer service

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WorldPay™

WorldPay dramatically improves application time-to-market with VMware

WorldPay is a global leader in merchant payment services, online payment processing and payment-risk protection, present in 148 countries. WorldPay processes 8bn merchant acquiring transactions per year (745 per second), with £279bn acquiring turnover. The organisation boasts a mix of multinational, multichannel retailers as its customers, the majority of which are small business merchants. WorldPay supports multiple global payment types giving businesses the ability to target customers across all of Europe and beyond, with confidence that closing the transaction will be a seamless and customer-friendly process.

Leading the way for global online payment and fraud management

WorldPay's requirement to provide multiple robust development environments for payment application developers around the world means it is always looking for a way to enhance its IT services; both to cut its own operational costs and to reduce the time it takes developers to bring their applications to market. When the company separated from the Royal Bank of Scotland (RBS) in 2010, WorldPay became entirely responsible for its own IT services, encompassing everything through from its own data centres to running its own applications.

WorldPay had already been using VMware vSphere and vCentre Enterprise to support its estate, but decided to implement VMware's Software-Defined Data Centre technology and network virtualization to automate what had previously been a complex development environment.

"We initially started working with VMware because its solutions are best-of-breed and we knew we wouldn't be taking any risks," said Iain Blunden, Head of Global Core Platform Application Development, WorldPay. In order to implement the new platform with minimum disruption and risk, WorldPay engaged with consultants from Cloud Fusion, a VMware Consulting and Integration Partner specialising in enterprise virtualization platforms and automation.

"When it came to virtualizing our network as well as our infrastructure, using VMware was an obvious choice. We'd already benefitted through the additional flexibility of virtualizing our hypervisor using vSphere. VMware is the leader in all things Software-Defined, so we knew working with them through an established channel partner would be the best route for fully automating our own IT," said Blunden.

As a leading global payment services provider, WorldPay's business relies on running fully functional systems and applications. When its customers need a new application or additional capacity, WorldPay is focused on delivering this as quickly as possible. The IT team therefore needs to be able to provision infrastructure instantly - something they can only do with a Software-Defined Data Centre.

To reach this goal Cloud Fusion implemented a private cloud development environment for WorldPay based on the VMware vCloud Suite.

"In finance, time to market is of the essence. Our customers rely on our being able to provide them with applications and infrastructure to support their payments in the quickest timeframe. VMware's network virtualization has been crucial in allowing us to not just be fast, but instant."

Iain Blunden, WorldPay

PRODUCT

vCloud Suite (enterprise)

- vCloud Director
- vSphere Network and Security
- vSphere
- vCNS
- NSX
- vCentre Operations Manager

"When it comes to cloud and virtualization technologies, VMware just can't be beaten. We'd been using vSphere for a while and the results have been so good that the decision to virtualize the network with VMware was one of the easiest ones we've ever made."

Iain Blunden, WorldPay

VMware vCloud Director, vSphere Cloud Network Services (VCNS) and VMware NSX were deployed as the Software-Defined Data Centre cloud platform, with Puppet providing the build orchestration of the Oracle Fusion application platform on Oracle Enterprise Linux.

The vCloud Suite enables WorldPay to dynamically create virtual applications backed by virtual networks that are completely decoupled and independent from the physical network hardware. By virtualizing the network, WorldPay gains operational simplicity to quickly create development environments in a non-disruptive way, and has on-demand access to network services such as load balancing and firewalls. WorldPay offers developers more than 100 pre-built development environments which it can spin up in minutes from a service catalogue.

"In our eyes, even when we had our hypervisor virtualized, time to market was still not quite fast enough; we wanted it to be instant," continues Blunden. "Our processes used to be manual, but the VMware Software-Defined Data Centre provides us with a level of automation and point-and-click simplicity we could not achieve with a manual provisioning process. Now, everything is upfront, so any environment can be created as and when it is needed. With network virtualization, WorldPay is now experiencing the same agility, flexibility and speed benefits in networking as compute virtualization delivered for our servers. Everything is now just a mouse click away and users can self-provision estate without having to wait for our IT department to set it up for them."

As WorldPay specialises in processing financial transactions, when its clients' applications are live, there can be no room for fault. If the systems go down, then payments could be delayed or even missed. With the ability to provision infrastructure at the click of a button, the organisation is using VMware to dramatically improve its research and development. Complete testing environments can be created on demand, with the application fully checked and assessed for any faults that could occur in a live environment.

"Not only are there fewer errors when our software is up and running - as there has been a full chance to test it in the correct environment - but we can also use the time saved to be more creative and improve our systems. Development teams can go down certain new avenues and quickly verify a technology or approach without massive cost, identify which features work and which don't."

In the future, WorldPay plans to keep building out its IT estate, with all applications and infrastructure becoming increasingly flexible as it continues to be run through VMware.

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