



## CENTRE TECHNOLOGIES FUELS GROWTH AND IMPROVES OPERATIONAL EFFICIENCY WITH vCLOUD DIRECTOR



### INDUSTRY

CLOUD AND MANAGED SERVICES PROVIDER

### LOCATION

HEADQUARTERS: HOUSTON, TX

### DATA CENTERS:

- AUSTIN, TX
- CARROLLTON (DALLAS), TX
- HOUSTON, TX
- LEWISVILLE (DALLAS), TX

### KEY CHALLENGES

- Improve operational efficiency
- Provide resource visibility and administration in a single pane of glass
- Speed customer on-boarding and provisioning
- Accelerate the monetization of new services
- Enable secure multi-tenancy
- Avoid costly custom portal development

### SOLUTION

Centre Technologies deployed VMware vCloud Director cloud management platform to enable automated cloud service provisioning and create operational efficiencies

Centre Technologies is a leading technology provider serving Houston, Austin, Dallas, New Orleans, and surrounding areas. With more than 160 IT experts, Centre Technologies assesses, designs, deploys and supports any IT solution - from the classic to the cutting-edge. Understanding customers' businesses is a core tenet of Centre Technologies, and this means identifying best practices and recommending solutions aligned with customers' business needs.

### The Challenge

Centre Technologies recognized that automating cloud service provisioning would enable the rapid on-boarding of customers and create operational efficiencies. By speeding time to revenue and reducing OpEx, Centre would not only be able to accelerate growth, it would also enable engineers to focus on delivering high-value, differentiated services to customers.

Centre also saw an opportunity to give greater visibility and control over resources with self-service capabilities. This would allow Centre customers to make modifications to resources without requiring intervention from Centre consultants, ultimately freeing-up Centre resources to assist customers with more strategic IT initiatives.

But as beneficial as automation and self-service would be, Centre couldn't sacrifice security and the ability to isolate client environments. It needed a client-facing portal to access and manage workloads across its multi-tenant environment without compromising its isolation architecture.

### The Solution

Centre considered several approaches, including scripting an in-house solution. When compared to the lengthy development time and resource requirements, vCloud Director was the optimal cloud management choice. It provided the required multi-tenancy capabilities while enabling rapid deployment — and that meant Centre Technologies and its customers would reap the benefits of automated cloud management more quickly.

"We wanted a portal for our customers to access workloads but the solution had to provide the security and isolation that is critical in our environment," explains Brian Trudeau, Vice President of Hosted Services. "With vCloud Director we can give customers a single pane of glass to improve self-service without sacrificing robust multi-tenancy capabilities and the safe sharing of infrastructure resources."

“WITH vCLOUD DIRECTOR WE HAVE THE ORCHESTRATION CAPABILITIES WE NEED TO CONTINUE INCREASING THE SIZE OF OUR CATALOG AND START OFFERING MORE — MORE WORKLOADS AND MORE SERVICES. IT’S A TRUE FOUNDATION PLATFORM FOR DEPLOYING AND ONBOARDING NEW CUSTOMERS, AND GROWING OUR BUSINESS.”

BRIAN TRUDEAU  
VICE PRESIDENT OF HOSTED SERVICES

#### BUSINESS BENEFITS

- Meets customer self-service and security needs
- Avoids custom development costs
- Accelerates customer onboarding and business growth
- Enables infrastructure to be ready for easy consumption in minutes
- Ensures workload security and automated resource control

#### VMWARE FOOTPRINT

- vCloud Director
- VMware Horizon View
- ESXi

#### Business Results and Benefits

vCloud Director orchestrates provisioning and management to drastically reduce the cost, time, and personnel required to manage a multi-tenant vCenter environment. As a result, Centre Technologies has experienced significant improvements in internal operations. Also, eliminating manual onboarding processes with vCloud Director has enabled Centre engineers to focus on strategic initiatives and ensuring that client environments are performing as needed, which ultimately results in more satisfied customers.

“vCloud Director has allowed us to onboard customers more quickly and deploy workloads faster, in a more standardized manner,” says Nick Kranz, Senior Technical Consultant. “The common tool set allows us to meet our deadlines and our project dates much faster while also reducing manual errors. vCloud Director has improved our entire implementation process.”

Centre was also able to ensure workload security and automated resource control, a primary concern when evaluating a cloud management solution. vCloud Director uses a policy-driven approach to provisioning that embeds software-defined security and resource consumption controls so that pre-configured policies are automatically enforced.

“The ability to isolate tenants within the environment is important,” notes Trudeau. “vCloud Director eliminates the brute force methods of the past, which has also eliminated the labor costs associated with manual intervention. vCloud Director has provided a platform for us to grow our business and grow revenue rapidly by onboarding customers quickly.”

#### Looking Ahead

By taking advantage of vCloud Director, Centre Technologies was able to deploy a cloud management solution that leveraged existing VMware skillsets to make an immediate impact on the business.

“With vCloud Director we have the orchestration capabilities we need to continue increasing the size of our catalog and start offering more — more workloads and more services,” concludes Trudeau. “It’s a true foundation platform for deploying and onboarding new customers, and growing our business.”

