GLOBAL IT SERVICES PSF (GITS) SUCCESSFULLY BUILDS CLOUD OFFERING IN NO TIME THANKS TO VMWARE VIRTUALIZATION TECHNOLOGY

WEB SITE
WWW.GITS.LU

INDUSTRY
ICT INFRASTRUCTURE SERVICES

LOCATION
LUXEMBOURG, LUXEMBOURG

KEY CHALLENGES
- Offer premium quality and secure cloud solutions to smaller organizations
- Provide an affordable, flexible and scalable cloud solution
- Provide a flexible cloud that can integrate with any existing ICT infrastructure

SOLUTION
GITS has turned to VMware to provide them with the necessary suite of virtualization, network and automation tools to build a flexible, secure and reliable cloud within a minimum amount of time and investment.

BUSINESS BENEFITS
- GITS' cloud offering is ready to fulfill SMB's needs: reliable yet affordable
- Customers are served by a service provider who is regulated in order to serve professionals of the financial sector
- Automation tools and NSX ease of network management simplify operations

From traditional IT services provider with datacenter to cloud service provider is easier said than done. Especially if you want to provide Luxembourg's premium cloud service level at affordable prices for your SMB customers.
GITS has managed to reach this balance between scalability, reliability and performance on the one hand and affordability on the other hand, and to build this cloud platform within just months, by relying on the VMware virtualization platform as a foundation for their offering.

Global IT Services PSF (GITS) was founded in 2005, following a management buy-out from Deloitte Consulting.

GITS PSF recognizes that SMB's often don't need a permanent in-house IT solution and therefore specializes in providing an outsourcing service on all in-house IT applications. This model is very successful, because it allows executives to focus on their core business.

The Challenge
Since its start in 2005, GITS witnessed and closely followed the evolutions on cloud computing. "Pretty soon, the idea grew to offer our own cloud from our datacenter, a cloud that would meet the requirements of our customers. This also meant: a cloud that meets the stringent requirements of Luxembourg government organizations, regulatory bodies such as the Commission de Surveillance du Secteur Financier (CSSF)and professionals of the financial sector," explains Mukesh Prayagsing, owner of GITS.

Luxembourg is quite well known for its datacenters and consequently for their cloud offering. The high standards imposed by the many financial institutions has inspired many datacenters and service providers to create an offering that would meet all requirements. Unfortunately for the smaller companies, these offerings are mostly geared for larger organizations and therefore not affordable or suitable. This is an ideal opportunity for GITS, who are already regulated by the CSSF for designing, hosting and managing complex IT environments for professionals of the financial sector. "By subscribing to our regulated solutions, smaller companies get the opportunity to become regulated on ICT infrastructure as well, at an affordable price that they have come to expect from us", says Maurits van der Zouw, Head of Product & Marketing at GITS.

But in order to create a reliable cloud at an affordable cost, GITS also needed a reliable and affordable infrastructure themselves, one that could be created with a minimum amount of effort in terms of installation and integration with the existing offering and with the customers' current infrastructure. "And one

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>
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that would grow with us as we grow, meaning it wouldn't impose a high minimum amount of licenses from the start", adds Mukesh Prayagsing.

The Solution

When looking for the ideal virtualization platform to help them build their cloud offering, GITS rounded up the usual suspects in the virtualization technology area. From these vendors, VMware proved to offer the best combination of reliability, affordability and time to market. "Some competitors came close in terms of functionality, scalability and performance. But in combination with our purchased hardware and available resources, the initial setup with VMware (incl. costs for datacenter, hardware, licenses, people etc) proved to offer more resources available to sell to clients. This allows us to grow the cost as we grow, without having to invest considerably upfront", says Mukesh Prayagsing.

VMware was obviously appealing because of the multi-tenant architecture, enabling a fully secured environment where many customers can reside on the same platform without any risk of security breaches. But other, more recent, functionality from VMware also played an important role in GITS' decision. NSX, for instance, allowing for a micro-segmentation of the network, and thus for a better security due this isolation and micro segmentation of networking for our clients. Moreover, NSX is tightly integrated with Palo Alto's security offering, one of GITS' trusted security partners. "And the Automation Tools will play an important role as we grow", adds Maurits van der Zouw, "the more elaborate and complex our platform becomes, the more we will need these management automation tools in order to keep focus on the value-added services."

Another reason for choosing VMware was the wide experience of VMware technology, both within the GITS team and with the integration partner Nubera, a trusted VMware partner. "They helped us design the ideal architecture for our cloud offering, and collaborated on the implementation. Their valuable input helped us create a reliable, flexible and secure solution."

Business Results & Benefits

The resulting cloud offering that GITS has created, offers the best of both worlds to their customers. On the one hand, GITS can offer a reliable, trusted and scalable environment from a vendor who is licensed to supply financial institutions within Luxembourg. On the other hand, this offering is far more affordable than the services provided by the traditional Luxembourg cloud vendors, who are usually targeting the large organizations.

The affordable, scalable and reliable infrastructure will also appeal to international organizations who are interested in entering Luxembourg. "We already have international customers, with clients who have over 140 offices throughout the world managed by our service team", explains Mukesh Prayagsing, "so our customers know that we are able to provide them with a premium service, no matter where their offices are."

As GITS is looking to become accredited by the BIG 4 consultancy firms as well, they will have to be reviewed at least once a year. "This puts a continuous strain on the operational organization, which will grow as we grow. That's when these Automation tools will become a powerful help to us", predicts Maurits van der Zouw.

All in all, the GITS cloud will deliver on its promises, concludes Mukesh Prayagsing: "It is highly integrate-able with GITS' traditional offering and with whatever infrastructure on the customers' side. Next, it is highly secure and

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reliable. And last but not least: it is highly affordable, due to the complete VMware suite providing rapid deployment, scalability and agility to GITS and its clients. And the customers have understood al this: they are eagerly awaiting our official launch."

Looking Ahead

Mukesh Prayagsing is convinced that the future will mainly consist of a huge growth in the number of customers: "We know that many of our current and future SMB customers eagerly await a reliable and secure premium cloud offering such as ours. We are happy to be the first to offer them just that."

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