



INDUSTRY

Service Provider

LOCATION

Denmark

KEY CHALLENGES

- Identify and remediate performance, capacity, and configuration issues
- Automate manual performance monitoring and reporting tasks
- Ensure infrastructure resource availability and transparent billing

BUSINESS BENEFITS

- Minimizes disruption for business-critical customer operations
- Enables optimum performance and availability of applications and infrastructures across vSphere environment
- Transparent billing based upon usage

PROACT

Proact Helps Customers Optimize Infrastructure Resources and Gain Visibility with vRealize Operations

The Challenge

Proact is Europe's leading independent integrator for data center and cloud solutions. Being "Proactive" is at the heart of the company's philosophy and culture, and underpins every aspect of its business activity. This approach to solving customers' challenges has enabled Proact to help its customers take advantage of flexible, accessible and secure IT services. With solutions that embrace all elements of data storage, including virtualization, network functions and security, Proact has experience executing more than 3,500 successful projects, as well as the ongoing management of the 22 Proact data centers around Europe.

A long term partner in the VMware vCloud Air Network with the highest VMware certification, Proact provides virtualization solutions to help customers consolidate and automate their infrastructure, which relies on the entire Software-Defined Data Center stack from VMware, including vSphere, vRealize Operations, vRealize Log Insight, vRealize Automation, Virtual SAN, and NSX.

In order to deliver the high service levels its customers demand, as well as support a highly available and flexible pool of resources, Proact needed control over the environment as well as a tool to easily identify issues impacting operations.

"VMware vRealize Operations was key to deploying our hybrid cloud offering, and is core to our ability to maintain SLAs for customers," explains Kim Snefrup, Business Manager, Managed Services. "With vRealize Operations we can give customers the resources they need, and also ensure that they don't run out of resources as their needs grow."

vRealize Operations gives Proact the intelligence to aggregate, correlate, and analyze metrics across applications and infrastructure stacks. The resulting information enables better resource allocation decisions by identifying the amount of provisioned capacity that can be reclaimed without causing stress or performance degradation. The ability to balance workloads across clusters to resolve resource contention allows the customers to optimize resource utilization with intelligent workload placement.

This visibility into resource consumption and availability provides a level of transparency that helps customers make informed IT decisions, and positions Proact as an honest partner committed to sharing information. With the ability to identify the resources a VM is using, and then right-sizing usage and pricing based upon specific business needs, Proact leverages vRealize Operations to ensure customers the get most out of the resource pool that they have purchased.

Reporting is also key for Proact, as it uses monthly customer reports to capture details related to current or predicted resource needs and usage. By providing this documentation, Proact can deliver a differentiated solution in a highly competitive environment.

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- Kim Sneftrup,
Business Manager, Managed Services
Proact Denmark

“With vRealize Operations we provide monthly reporting and insight into resource utilization so our customers can optimize the usage of the resources they’ve purchased,” says Kim Sneftrup. “We can identify areas for our customers to right-size their purchase of resources based upon actual consumption so they don’t overpay unnecessarily. It also helps Proact free-up resources to serve other customers on those hosts for more efficient operations.”

Proact provides a self-service portal based upon vRealize Automation, which gives customers access to resource pools and management capabilities. vRealize Operations ensures customers get the most out of the resource pool they’ve purchased, with the flexibility to grow or reduce that pool as needed and the visibility to see how many resources a VM is using at any point in time.

With trending capabilities that Proact can use to identify the need for more or fewer resources based upon usage, vRealize Operations also creates competitive advantage. Proact can automate the entire process of deploying VMs, which not only creates greater flexibility for customers but also means that they are only billed for the resources they actually use.

“DevOps is a good example of an opportunity to truly set Proact apart with our vRealize Operations capabilities,” notes Kim Sneftrup. “Instead of DevOps going to internal IT and saying, ‘we need to launch up to 150 VMs each night, which will run for 8-10 hours and fully maximize the CPU, after which we may not use it for a couple of days before needing to launch again,’ we are able to use the capacity planning within vRealize Operations to identify the actual resources needed to support this within Proact’s cloud infrastructure.”

With vRealize Operations, Proact has the “proactive” capacity planning and resourcing intelligence to deliver on service level agreements and act as a valued partner to their customers.

