



Telefonica

Telefónica Global Solutions manages the Multinationals, Wholesale and Roaming business units within the Telefónica Group worldwide. The Wholesale unit provides global telecommunication services for fixed and mobile operators, ISPs and content providers. Its competitive portfolio includes Voice, IP, Capacity, Satellite, Mobility, IT and Platforms.

Telefónica Global Solutions needed to guarantee service continuity to all its customers and to over 140 offices around the world. The telecom provider was facing two key challenges: the inherent complexity of its geographically dispersed offices, and the scope and disparity of customers requiring guaranteed services around the world – with no compromise on performance or scalability.

More specifically, Telefónica Global Solutions had to meet stringent SLAs, RPOs and RTOs by delivering business continuity for CSP – their mission-critical platform for leading enterprises and global organisations.

VMware Professional Services supported Telefónica Global Solutions throughout the project. Working together with their Infrastructure and Operations team, the VMware Technical Account Manager (TAM) identified the best-fit technology from VMware's comprehensive solutions portfolio. The TAM played a pivotal role in the success of the project, understanding the requirements and contributing his vast expertise on VMware technology.

After consulting the Quality, Processes and IT organisation, the Infrastructure and Operations department chose VMware for their ability to meet Telefónica Global Solutions' current challenges while providing continued cloud extensibility on VMware products.

The initial stage of the project involved interconnecting the Madrid data centres to serve multinational organisations, before scaling out to their Miami site to extend the Telefónica Global Solutions cloud.

With these business continuity services, the telecoms company is now able to provide a secure, robust and guaranteed service to its customers – availability is no longer an issue in the event of a disaster.

Virtualisation has accelerated project delivery times, centralised services and operations, and achieved ROI for both new and existing systems and services – which was previously unachievable with siloed physical platforms. An additional benefit is greater flexibility in resource management.

The greatest strategic value provided by VMware has been capacity and speed in the face of new business requirements and the market itself, enabling Telefónica Global Solutions to move faster, anticipate requirements and accelerate time-to-resolution.

CHALLENGE

Telefónica Global Solutions was under pressure to meet stringent SLAs, RPOs and RTOs by delivering business continuity for CSP – their mission-critical platform for leading enterprises and global organisations.

SOLUTION

VMware's technology met all current requirements, while enabling future cloud extensibility on VMware products.

VMWARE

- Site Recovery Manager
- vSphere 5

DEPLOYMENT ENVIRONMENT

- Two data centres operating 24x7x365
- Extensive centralised storage network
- Centralised management and operation system
- Centralised automated backup system

“With VMware solutions, we are able to guarantee services to our customers without compromising on performance or scalability.”

Javier Olcoz Herrero, IT Operations Manager, Telefónica Global Solutions

VMWARE CASE STUDY

“Virtualisation has enabled us to accelerate project delivery times, centralise services and operations, and increase resource management flexibility.”

Oscar Muñoz Fernández, Wintel & Clouds Manager, Telefónica Global Solutions

Results

- Guaranteed service without compromising on performance or scalability
- Improved project delivery times
- Centralised services and operations
- Increased resource management flexibility

