

Running a Streamlined Operation Produces Best Possible Results

Ever since I can remember, I've been fascinated with the idea of eliminating waste, getting to the root of a challenge, and solving it in the most efficient ways possible. That's why I'm always excited to get to work and tackle new issues with my team at VMware.

A few years ago, VMware did something revolutionary for an enterprise of its size. Realizing the cloud and associated technologies were changing the way the world does business, and changing *fast*, VMware decided that business as usual was no longer a workable model. This meant empowering colleagues, *truly* empowering them, to find the best solutions without endless red tape, micromanaging, and excessive budgets spent on unnecessary projects.

It seems every company makes these claims one way or another, especially in external communications. However, VMware *leadership* cemented these ideals as the new paradigm, and that makes all the difference. Colleagues (like me and my team) can pursue the *best* possible solutions for our customers, in the most efficient ways possible. We have to—IT *must* deliver mission-critical processes, at speed, and be able to instantly adapt when business suddenly moves in a new direction.

What I work toward every day may seem simple: to improve the quality of life for VMware colleagues while delivering superior great solutions to our customers. But like many far-reaching initiatives, things are more complicated than they seem. Rooting out unnecessary time and money spent on projects is an ongoing battle, especially when developing brand new technologies. Running lean is not for the fainthearted!

Thanks to automation, we can deliver quality products faster, never repeat the same tasks (a massive savings in time, money and resources), and significantly reduce overhead—all while incorporating secure solutions. Our mantra has always been *if you have to do something more than twice, that activity must be automated*. These advances enable such things as actual eight-hour workdays for every stakeholder, as well as the ability for team members to focus on mission-critical tasks that will ultimately benefit the company and their careers.

We also “drink our own champagne,” meaning that VMware IT teams are the beta testers, the ones who put every product through rigorous tests before they are released to external customers. Of course, this is possible thanks to our symbiotic relationship with R&D and other teams.

The bottom line is that all of us are working towards the *same* goal: to develop the best solutions possible.