BUILDING A DIGITAL FOUNDATION
Prepare for a Future of Possibilities
POWERING YOUR SUCCESS

Nothing inspires us more at VMware than the organizations that are creating innovative business models and developing products and services that are changing the world in ways big and small. Our mission has always been to empower companies to go farther, faster—which is why we focus on the digital foundation.

For IT organizations, the infrastructure that connects and secures their users, apps, and data makes all the difference in their ability to support the business. Our solutions give them the consistency, flexibility, and freedom of choice they need to make the best decisions today and tomorrow.

In the pages that follow, you’ll find real-world stories about VMware customers that are realizing new possibilities for their businesses, and achieving their goals along the way. We hope these stories help provide inspiration as you take your own journey.

PAT GELSINGER, CEO, VMWARE
DELIVERING A DIGITAL FOUNDATION FOR SUCCESS

As businesses in every industry adapt to a changing technological landscape, VMware provides a digital foundation that helps organizations meet new demands and prepare for future ones. Our software-defined approach gives companies the ability to:

• Create value by unlocking innovation and responding to new opportunities
• Protect brand and customer trust at a time when threats are pervasive
• Engage the workforce with intuitive experiences that boost productivity

NEW POSSIBILITIES ACHIEVED

BUSINESS GOALS AND IT PRIORITIES

CREATE NEW VALUE

Make-a-Wish Foundation ............................................. 8
Ford Motor Company ............................................... 10
Brink’s ................................................................. 12
Mitsubishi Electric Information Network Corporation ............. 14
State of Louisiana ...................................................... 16

PROTECT BRAND AND CUSTOMER TRUST

Nissan China ............................................................ 20
Ceridian ................................................................. 22
Equity Trust ........................................................... 24
Bharti Airtel .............................................................. 26

TRANSFORM ENGAGEMENT

Dubai Municipality ....................................................... 30
Mercy ................................................................. 32
Phoenix Children’s Hospital ......................................... 34
American Red Cross .................................................. 36
CREATE NEW VALUE
Modernize Data Centers and Integrate Public Cloud

Digital technologies such as cloud, mobile devices, and the Internet of Things are creating new opportunities that reward vision and agility. A modern data center allows IT organizations to shed the limitations of hardware-centric infrastructure to become more innovative, flexible, and strategic. VMware solutions provide a smart, cost-effective path to modernization that puts IT organizations in the driver’s seat and enables them to build a significant advantage for the business.

PROTECT BRAND AND CUSTOMER TRUST
Transform Networking and Security

In today’s hyperconnected world, end users expect high performance and reliability from the applications they use every day. Businesses must rise to the level of fast-changing demands and new competitors—while also securing data and information against sophisticated modern threats. VMware solutions allow IT organizations to build a network based on cloud fundamentals, for the maximum visibility, speed, and protection they need to connect and secure apps wherever they live.

TRANSFORM ENGAGEMENT
Empower the Digital Workspace

The convenient, intuitive technologies people use every day have changed their perspective on the devices and apps they use at work. They want just as much choice, flexibility, and self-service on the job as off—and their productivity depends on it. A digital workspace strategy puts employees first, without compromising security. More than a single technology or solution, digital workspace solutions from VMware enable a mindset that facilitates new levels of engagement between IT and end users, for better business results.

BUSINESS GOALS AND IT PRIORITIES

Business goals have never been as closely linked with IT infrastructure as they are today—and we are here to help our customers succeed. Our software solutions for compute, cloud, mobility, networking, and security form a dynamic, consistent digital foundation that delivers the apps that power business innovation.
CREATE NEW VALUE

Building a modern data center and a best-in-class private cloud is a top priority for today’s IT leaders. VMware helps its customers get there faster, with industry-leading Software-Defined Data Center (SDDC) technologies that provide flexibility, security, and scalability. With a digital infrastructure foundation from VMware, organizations can then easily extend to public clouds to realize additional benefits.
Making Wishes Come True

Since its start in 1980, the Make-A-Wish Foundation has helped achieve the wishes of children suffering from serious and life-threatening medical conditions. To support Make-A-Wish’s larger mission of aiding children worldwide, the organization took the opportunity to update its existing IT infrastructure. Through a modern, cloud-focused redesign, Make-A-Wish was looking to enable its team to spend less time on routine network administration and more time working on making the wishes of children come true.

Business Needs

• Upgrade IT infrastructure away from previous legacy hardware and architecture
• Increase system efficiency to reduce administrative turnaround times for granting child wishes
• Streamline network design to improve traffic responsiveness and decrease the risk of extended site downtime

Impact

• Cloud migration bolstered speed and flexibility of Make-A-Wish’s IT administration
• Consolidating server management for local chapters simplified network management and let them focus on wish granting
• Low transition costs allowed more financial resources to go toward wish creation

“It is very important to keep the mission in front of us, which is grant every eligible kid their wish. If we can get it done sooner, it goes back to our mission of providing them that strength, joy, and hope. Even if it is a day earlier, I would take that.”

BIPIN JAYARAJ, CIO, MAKE-A-WISH FOUNDATION
On the Road to Cloud Success

As one of the world’s most well-known auto companies, Ford Motor Company has worked to integrate its traditional manufacturing with cutting-edge investments in technology like driverless cars. Internally, Ford Motor Company wanted to bring a similarly innovative approach to how its IT team functioned. By improving its IT infrastructure and emphasizing how the cloud can improve a team’s workflow, Ford Motor Company helps ensure that it remains a nimble and digital-focused automotive market leader.

Business Needs

• Reconstruct IT organization to emphasize speed in development cycle
• Develop a cost-effective platform solution that can work at scale
• Move away from a local application-based development philosophy

Impact

• Hybrid cloud approach allows developers to spin up and spin down development environments faster
• Increased use of IT automation reduces time spent on management and lowers operating costs
• Centering IT infrastructure around the cloud helps support future development efficiencies and agility

“Digital transformation means working differently. It’s about speed and being able to operate quickly. The VMware team and the Dell Technologies team are really helping us go through that journey, allowing us to procure and create environments that allow our development teams to work at a much faster pace.”

JEFF LEMMER, VICE-PRESIDENT AND COO, IT, FORD MOTOR COMPANY
Vaulting Toward Digital Transformation

The Brink’s Company is the world leader in total cash management and secure logistics, including cash-in-transit, ATM services, vault outsourcing, money processing, intelligent safe services, international transportation of valuables, and payment services. With a global network of operations in 41 countries and more than 12,600 vehicles, Brink’s serves customers in more than 100 countries.

Business Needs

• Modernize and increase security of IT infrastructure
• Enable multi-cloud portability for greater flexibility
• Enhance mobility to unlock higher productivity and new business opportunities

Impact

• Replacing aging, decentralized infrastructure with more efficient and secure solution
• Providing agility for production services and disaster recovery
• Enabling “truck of the future” program to modernize fleet of armored cars with IoT devices and sensors

“VMware and VMware Cloud on AWS are the foundation of Brink’s global infrastructure. This flexibility improves service levels to customers and is a key driver in Brink’s technology and business transformation.”

GREG OSGOOD, GLOBAL VICE PRESIDENT OF INFRASTRUCTURE AND SECURITY, BRINK’S, INC.
Preparing for a Cloud-First Future

Japanese enterprise customer Mitsubishi Electric Information Network Corporation (MIND) has been a longtime provider for network management and other IT services. With more customers moving toward cloud services compared to traditional network solutions, MIND wanted to refresh its systems to prepare for this demand.

Business Needs

• Upgrade IT infrastructure in anticipation of growing customer cloud service demand
• Reimagine approach toward network virtualization to reflect shifting client needs
• Develop a new platform that could easily centralize cloud management tasks

Impact

• Launch customer cloud self-service portal that shrunk wait times from one month to one week
• Analytics in new IT platform examines past trends to preemptively avoid major network downtime
• Increased automation and efficiency gains from virtualization let employees focus on more difficult work

“After visiting VMware’s US headquarters and discussing their vision for SDDC, the fact that MIND’s direction regarding the cloud matched with VMware’s vision became a major factor in our decision to adopt VMware services.”

YOSHIHIRO FURUKAWA, CLOUD SERVICE MANAGER, MITSUBISHI ELECTRIC INFORMATION NETWORK CORPORATION
Building Louisiana’s Custom Cloud Foundation

When the State of Louisiana launched the Office of Technology Services in 2014, the agency was tasked with a major project: bringing the legacy IT systems of 16 major state agencies up to current standards. At the same time, the state needed to design its environment to be especially resilient due to the area’s history and risk of serious weather events. Taking an innovative mix of a hybrid cloud architecture and virtualization, Louisiana looked to build a new IT platform to meet its unique needs.

Business Needs

- Create a high-performance, cost-effective IT infrastructure to support 16 government agencies on legacy physical hardware
- Minimize the scale and length of downtime from major weather events
- Support off-site work with increased mobile device support

Impact

- Revamped cloud infrastructure streamlines network agility and brought more than $1 million in cost savings
- Hybrid cloud approach allows network to rely on public cloud during potential outages
- Improved endpoint management lets agency staffers and emergency first responders work flexibly
PROTECT BRAND AND CUSTOMER TRUST

As the number of endpoints continues to grow, IT organizations need to secure applications across data centers, cloud, and edge. VMware provides a ubiquitous software layer that spans environments, maximizing the visibility and context of interactions among users, applications, and data. With VMware solutions, our customers are able to connect and operate an end-to-end architecture with consistent service delivery and built-in security.
Help Ensure a Future on the Road

Nissan China has been a major part of the Japanese automaker’s efforts within the Chinese market. But the company knew it was important to update its IT systems if it wanted to meet the demands of Chinese car buyers. Chinese consumers increasingly want to buy new cars, and Nissan China needed a platform that could support rapid growth.

Business Needs

• Transition legacy IT infrastructure away from physical servers and integrate more virtualization
• Develop a back-end agile enough to more securely process increasing amounts of internal data
• Establish an IT platform that supports future production and expansion goals within China

Impact

• Move toward virtualization improves network efficiency and cuts down operating costs
• Micro-segmentation helps protect intellectual property and data, reducing unnecessary security policies by 90%
• Streamlined network design helped reduce security policy deployment time to 10 minutes

“Our goal at Nissan China is to continue building an effective, secure and flexible IT architecture that allows us to innovate and accelerate our business growth. By adopting VMware server and network virtualization solutions, we have taken our first step in our digital transformation journey.”

NISSAN CHINA
Enhancing Service and Security to Promote Business Growth

Ceridian is a global human capital management software company. Dayforce, its flagship cloud HCM platform, provides human resources, payroll, benefits, workforce management, and talent management functionality.

Business Needs

- Help ensure compliance and protection across public and private cloud
- Scale and modernize infrastructure to support business growth
- Improve service delivery and the customer experience

Impact

- Better securing data and application infrastructure in a hybrid cloud environment
- Enabling self-service capabilities and greater business agility
- Accelerating development cycles for faster rollout of service enhancements to customers

"Secure cloud, automation, and virtual networking solutions from VMware are supremely important for transforming security and optimizing efficiencies to help Ceridian provide a better customer experience."

WARREN PERLMAN, CIO, CERIDIAN
High Standards to Protect Customer Confidence

With more than 175,000 clients and $25 billion under custody, Equity Trust is one of the nation’s largest self-directed IRA custodians. With system reliability and information security always a priority, the company needed an IT infrastructure that would keep up with the growth and evolution of its business.

Business Needs

- Deploy a scalable solution for its network to support growth and innovation
- Safeguard customer trust and meet or exceed compliance requirements
- Help ensure reliable access to data and applications, including cloud apps

Impact

- Saved $25,000 per hour with NSX SD-WAN when fiber cuts threatened connectivity for staff
- Yielded more than $500,000 in CapEx and OpEx savings and avoided lost productivity costs
- Safeguarded consumer confidence with a safer environment for financial transactions

“When a circuit was cut close to our headquarters—and another circuit went out that same day in another data center—NSX SD-WAN delivered a nearly seamless experience for our employees. Without it, we would have been down for a day and half, at cost of over $25,000 per hour.”

JOHN MOSES, DIRECTOR OF ENTERPRISE TECHNOLOGY, EQUITY TRUST

PROTECT BRAND AND CUSTOMER TRUST | 25
Modernizing Infrastructure to Retain Competitive Lead

Bharti Airtel is a leading Indian global telecommunications services company. Over the past couple of decades, Bharti Airtel has been a front runner in the Indian telecom space with its innovative solutions. But with increasing competition and rapidly evolving technology disrupting the market scenario in recent years, the organization was keen to update its existing infrastructure to retain its competitive edge and gear up for future expansion.

Business Needs
• Update legacy IT infrastructure to address growing customer demands today and in the future
• Revamp network automation tools to be more agile
• Improve network speed and efficiency to meet increased customer requirements

Impact
• New MyCloud cloud infrastructure redesign brings network, computational, and storage needs together
• Smarter capacity planning and analytics optimizes network resource management
• Integrated network provisioning improves infrastructure security from outside attacks

“VMware gives us the flexibility to scale and rapidly move projects from thought to actuality in the market.”

BHARTI AIRTEL
TRANSFORM ENGAGEMENT
The digital workplace is expanding to include more touchpoints in more places, from mobile checkout to on-the-spot customer service. Businesses need ability to take advantage of device and application innovation without compromising the employee experience or creating new security risks. VMware solutions for digital workspace fundamentally change the way end-user services are delivered, so that IT can enable secure, engaging experiences that scale across platforms, locations, and device ownership models.
Building a Next-Generation Workplace

Dubai Municipality provides major construction and urban planning services throughout the United Arab Emirates. When the agency started updating its legacy IT systems to move toward a more digital-friendly workplace, it knew that a project of this scale could require considerable effort. By building a digital infrastructure that more securely enables employees to work when and from where they are needed, the municipality can keep pace with the many projects constantly underway in the area.

Business Needs

• Redesign its internal IT environment to meet the performance expectations of mobile-native employees
• Figure out how to more efficiently deploy system updates
• Maintain security standards for sensitive data when working on nontraditional devices

Impact

• Move to virtual desktop infrastructure (VDI) lets more than 5,000 employees work more securely on mobile platforms when remote or in the office
• Simplified endpoint management tools make it quicker to push system updates that used to take weeks
• Easier network management from VDI lowered operating costs and overhead

“In today’s world, it becomes very important that companies collaborate and work together to achieve common goals, and VMware plays such an important role in this kind of business ecosystem.”

AHMAD MOHAMMED DARWISH AL EMADI, CHIEF INFORMATION SECURITY OFFICER, DUBAI MUNICIPALITY
Powering Better Patient Care

Every year, Mercy’s medical professionals provide health care and treatment services to millions of patients. To continue providing the best possible health care services to customers, Mercy moved to revamp its entire technology platform. For its patients, doctors, and support staff, Mercy wanted to take full advantage of the benefits that a next-generation IT infrastructure could provide, including faster network performance and smarter tech that improves patient care.

Business Needs
- Revamp IT platform to help support growing patient base while remaining HIPAA-compliant
- Integrate more mobile devices into patient care and education
- Improve network administration efficiency across its 40-plus hospitals

Impact
- Virtualization and hybrid cloud infrastructure improved IT reliability and efficiency for employees
- 8,000 more secure mobile devices allow staff instant access to patient data and care resources
- More than 75% of patients said treatment experience and understanding of medications improved

“...So much in patient care now rides on our nonstop technology. VMware’s flexible platforms have helped us provide the best experiences for our caregivers and patients.”

SCOTT RICHERT, VICE PRESIDENT, ENTERPRISE INFRASTRUCTURE SERVICES
At Phoenix Children's Hospital, Arizona's only nationally recognized pediatric hospital, nearly 1,000 pediatric specialists provide world-class inpatient, outpatient, trauma, emergency, and urgent care to children and families throughout the southwestern U.S. The high standard of care required to support children undergoing hospitalization is a key technology driver for Phoenix Children's. To support personalized experiences, consumer-driven information, and nursing coordination, the hospital worked with GroundControl and VMware to deploy a reliable infrastructure available 24/7 that can be delivered to a patient's bedside via mobile technology.

Business Needs
• Improve patient engagement by supplying self-service, interactive entertainment
• Conserve staffing resources to focus more on care, less on IT maintenance
• Comply with HIPAA and other privacy and security regulations across mobile devices

Impact
• Patients securely access auto-delivered, age-appropriate content on bedside iPads
• Patients and their families can use the same devices to access educational content and research
• When a patient is transferred or discharged, personal data is automatically wiped from the device
• Nurses also access and enter key patient data on proprietary iPhones for timely, data-informed bedside care
• Entire estate migration expected to take less than three years
• New infrastructure approach allows for micro-segmentation and improved data resiliency

“Providing self-service devices to children, who are digital natives, has been transformative to the standard of care—patients feel safer and more optimistic when they can connect. With VMware AirWatch and GroundControl, managing devices is secure and automated, so staff can focus on patient care, not IT maintenance.”

DAVID HIGGINSON, EVP/CHIEF ADMINISTRATIVE OFFICER/CHIEF INFORMATION OFFICER, PHOENIX CHILDREN’S HOSPITAL
Simplifying Access and Management
The American Red Cross shelters, feeds, and provides emotional support to victims of disasters; supplies about 40 percent of the nation’s blood; teaches skills that save lives; provides international humanitarian aid; and supports military members and their families. Digital workspace solutions are helping Red Cross personnel spend less time managing technology and more time helping people.

Business Needs
• Existing IT services were not suited to the organization’s mobile mission
• Needed to deliver a mix of legacy and new application types
• Required flexibility for a dynamic workforce with volunteers coming and going

Impact
• Workers can access critical disaster recovery information from anywhere
• Employees and volunteers simply log on from any web browser on any device at any time to do their work
• Ultimately speed the flow of relief assistance to disaster victims

“The American Red Cross is a 24/7 organization. With the Virtual Workplace, I can log in anywhere at any time from any device with internet access.”

MATT FURNEY, END USER TECHNOLOGY SOLUTIONS, AMERICAN RED CROSS
WE WANT TO CELEBRATE YOUR STORY

We’re delighted that our solutions are playing a role in the success our customers have built. Learning about the many ways they’re using a digital foundation to engage and empower employees and customers is inspiring.

How can we help you realize your goals? To learn more about how VMware solutions are producing results, and find more customer stories, please visit us at: vmware.com/customers.

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