

# Harley-Davidson Motor Company

## KEY HIGHLIGHTS

### Challenge

Harley-Davidson needed to quickly and efficiently upgrade production servers in the datacenter to VMware vSphere™ 4.

### Solution

Harley-Davidson leveraged VMware® Professional Services during its wide-scale deployment of the VMware vSphere 4 upgrade for quick and successful datacenter upgrade.

### The Results

Planned, prepared and deployed a complete upgrade from VMware ESX 3.5 to VMware vSphere 4 in just six weeks.

### VMware at Work

- VMware Professional Services
  - Virtualization Design and Capacity Assessment
  - Consolidation Services
  - VMware Technical Account Manager (TAM)
  - Onsite VMware Resident Consultant
  - VMware vSphere 4 Upgrade Planning and Deployment
- VMware vSphere™ 4
- VMware ESX® 3.5
- VMware Storage vMotion™
- VMware vCenter™ Server

## VMware Professional Services Helps Motorcycle Manufacturer Increase Datacenter Efficiency, Reduce Risk and Save Time and Money

VMware Professional Services delivers consulting and hands-on assistance to Harley Davidson to build out their virtual infrastructure and upgrade to VMware vSphere 4

Since its 2005 deployment of VMware products, Harley-Davidson has engaged VMware Professional Services to provide consulting and assessment services. The company has also engaged a VMware technical account manager (TAM) for more than two years.

Initially, Harley-Davidson's IT team enlisted the help of VMware Professional Services in performing a capacity assessment that helped identify under-used assets for consolidation. VMware consultants also provided a virtualization design assessment to help the company build out its new virtual infrastructure according to VMware best practices. The company was able to virtualize hundreds of servers across the company, including many that support critical business applications.

Harley-Davidson then engaged VMware Professional Services to plan, prepare and deploy a complete upgrade from VMware ESX 3.5 to VMware vSphere 4 as part of an early adoption program. The deployment environment consisted of:

- Two IBM LS 22 blades and three IBM x3950 m2 (at the time of the upgrade).
- 12 virtual machines running on VMware vSphere (at the time of the upgrade).
- 39 hosts (mix of IBM x3950 and blade servers) leveraging 626 CPU cores, and 60TB of Fibre Channel storage arrays hosting 640 virtual machines.

The upgrade was completed in just six weeks. Throughout the upgrade process, Harley-Davidson IT staff received attentive customer support from the VMware consultants and TAM, who acted as a single point of contact into VMware, connecting staff with essential resources and resolving any technical issues that arose. Being able to easily access experts during the roll-out gave the team the confidence they needed for a successful upgrade.

With a ready-made upgrade plan facilitated by VMware Professional Services, Harley-Davidson has been able to increase datacenter efficiency, reduce risk and save time and money. To date, Harley-Davidson has achieved 67 percent datacenter virtualization—more than 600 virtual machines. The company continues to work with its VMware TAM to achieve 80 percent datacenter virtualization.

