



Computer Concepts Ltd Builds Pioneering Infrastructure and Desktop Solutions on VMware Technology

New Zealand's Computer Concepts Ltd (CCL) is using VMware vCloud Suite and VMware Horizon Suite to deliver pioneering Infrastructure as a Service (IaaS) and Desktop as a Service (DaaS) solutions. CCL launched its innovative IaaS solution in 2010 and now uses the platform to support 4,000 virtual machines and 4 petabytes of storage for 70 customers. The DaaS solution was introduced in 2012 and is already supporting 8,000 seats at large and medium-sized organisations.

Computer Concepts Ltd (CCL) provides IT services to customers ranging from cloud computing, storage, backup and virtualization to email and collaboration tools.

INDUSTRY

Technology

LOCATION

New Zealand

KEY CHALLENGES

- Develop a standardised desktop and infrastructure service
- Enable customers to reduce costs, improve performance and focus on innovation

SOLUTION

Develop Infrastructure as a Service (IaaS) and Desktop as a Service (DaaS) for customers, based on the VMware vCloud Suite and VMware Horizon Suite

BUSINESS BENEFITS

- Reduced clients' cost of IT ownership, service and support
- Eliminated infrastructure bottlenecks and capacity management issues, especially in areas such as backup
- Provided the foundation for a profitable 'as a service' business

The privately owned organisation was founded in 1990 and has about 140 employees, more than 100 of whom are engineers. CCL has offices and datacentres in Auckland, Christchurch, Dunedin and Nelson, and offices in Blenheim and Wellington.

The Challenge

CCL was one of the first technology suppliers in New Zealand to identify demand for infrastructure and desktops to be provided 'as a service'. "Our customers were telling us they had too many skilled people managing desktops and servers rather than spending time on business projects that could grow revenue or open new markets," said Alan Leigh, Director, CCL. "We recognised that we could offer standardised cloud services that could meet their needs."

When researching how to deliver these services, CCL realised it needed a flexible datacentre platform that could scale to support multiple customers and deliver a range of infrastructure, networking and storage options to each. "As a service' offerings are extremely complex to develop," said Leigh. "It involves turning multiple technology products

and operational support services into a standardised offering that meets most client requirements. That's a very different challenge to creating a one-off product for a single client."

The Solution

CCL reviewed numerous options, but realised VMware was the only vendor it could rely on to provide the underlying technology it needed for its Infrastructure as a Service (IaaS) solution.

"The IaaS solution was one of our most important product launches ever, so there was a lot riding on our choice of technology," said Leigh. "VMware's market leadership and proven track record made it the ideal partner and the flexibility and scalability of VMware vSphere® met all our needs for the service."

CCL launched the IaaS solution in 2010, receiving an immediate and positive response from customers. The company later implemented VMware vCloud® Suite to expand its operations management, infrastructure services provisioning, and business continuity, security and IT services control capabilities.

“In the VMware Horizon Suite, VMware vSphere and VMware vCloud Suite, they’ve got great products that lend themselves to fantastic, mature, ‘as a service’ offerings.”

Alan Leigh
Director
Computer Concepts Ltd

VMWARE FOOTPRINT

- VMware vSphere 5.1
- VMware vCloud Suite 5.1
- VMware Horizon View 5.2
- VMware Horizon Workspace 1.0

APPLICATIONS VIRTUALIZED

- Microsoft Exchange
- Microsoft Office
- Microsoft Lync

PLATFORM

- Cisco UCS B200 M3 blade servers for both Infrastructure as a Service and Desktop as a Service
- IBM XIV Storage System and EMC VMAX
- Microsoft Windows 2003 Server, Microsoft Windows Server 2008 R2, Microsoft Windows Server 2012, Red Hat Enterprise Linux, Microsoft Windows 7

CCL also began working on a complementary Desktop as a Service (DaaS) solution based on the VMware Horizon™ Suite, which it launched in 2012. While CCL had used VMware desktop virtualization products internally for several years, it considered a range of products before committing to VMware Horizon Suite. “Our Chief Technology Officer reviewed the core capabilities and pricing of all the products we looked at, and we were particularly impressed by VMware’s end-user computing capability and roadmap,” said Leigh. “Also, by centralising its management toolsets, VMware had made it very easy to complete the operational tasks involved in managing the DaaS.”

The introduction of CCL’s pioneering desktop service allowed New Zealand organisations to access a true, enterprise-grade DaaS at a highly competitive rate that included operational support. This was a major change for many clients that had used traditional managed desktop solutions from competitors and endured high support costs.

CCL’s service allows organisations to gain extensive efficiencies by undertaking centralised management of ‘fat client’ and virtual desktops from a single console. In addition, the service has made it easy for customers to let their employees access corporate desktops and applications via their personal tablets and smart phones.

CCL was particularly pleased with the support it received from VMware when it developed the DaaS solution. “VMware worked with us to understand what we were attempting to do and to lend assistance from a commercial and a support perspective,” said Leigh. “We’re continuing to collaborate with their Asia Pacific and global product specialists.”

Business Results & Benefits

CCL’s bold move to provide infrastructure and desktops as a service is delivering strong results. The IaaS solution is supporting 4,000 virtual machines and 4 petabytes of storage for 70 customers, while the relatively new DaaS solution is already supporting 8,000 seats at large- and medium-sized organisations.

Christchurch City Council and multinational beef and lamb marketer ANZCO Foods are two prominent organisations that are using CCL’s services to save money, become more efficient and enable key staff to focus on innovation.

The council became CCL’s foundation enterprise IaaS client when it outsourced its infrastructure to the provider in 2010. The council calculates that the deal will save about NZ\$3.5 million over five years, while supporting anticipated strong growth in demand for capacity.

Applications are running much faster on CCL’s IaaS than on the council’s internal systems. For example, a council rates processing function that previously took five hours to complete can now be finished in two.

ANZCO is taking advantage of CCL’s infrastructure and desktop services. The food marketer is benefiting from a set price per desktop which includes desktop hardware, imaging, patching, monitoring and management, service desk support and application management. Change management is quick and easy—a considerable improvement over ANZCO’s previous ‘locked down’ desktop environment which made it hard and expensive to complete tasks such as adding new applications to the desktops of particular user groups.

By moving to a cloud-based service, ANZCO has cut its total cost of ownership as well as its service delivery and support requirements. In the event of a disaster, key systems can be recovered in hours, minimising disruption to the company, its customers and its partners.

According to Leigh, CCL has a healthy pipeline of potential clients for the IaaS and DaaS solutions which are delivered from its datacentres as well as its on-client-premise DaaS product. The successful launch of the solutions has also convinced him that CCL made the right choice in selecting VMware’s technologies. “In the VMware Horizon Suite, VMware vSphere and VMware vCloud Suite, they’ve got great products that lend themselves to fantastic, mature ‘as a service’ offerings,” he said.

