



MAKING IT LIFE SIMPLER WITH SEAMLESS INTER-OPERABILITY ACROSS CLOUDS

COGNIZANT TECHNOLOGY SOLUTIONS



INDUSTRY

ITeS

HEADQUARTERS

TEANECK, NEW JERSEY, UNITED STATES

KEY CHALLENGES

- Limited visibility and control over integrated private and public cloud infrastructure led to inefficient resource utilization
- Streamline user experience for virtual resource requests through in-house Unified Self-Service Portal
- Absence of app-level system and health data delayed the root-cause identification and prompt remedial action

VMWARE SOLUTIONS

- VMware vRealize® Suite Enterprise
- VMware vRealize® Operations Manager™
- VMware vRealize® Log Insight™
- VMware vRealize® Business™ for Cloud
- VMware Site Recovery Manager™
- Blue Medora VMware vRealize™ Operations Management Packs

With VMware vRealize Suite, Cognizant realized its vision of a hybrid cloud environment with ‘any cloud, any application’ capability. The interoperable, consistent and secure hybrid cloud platform not only automated several routine processes, such as resource provisioning and monitoring, but also enabled the company to offer Infrastructure-as-a-Service to its app developers through integration with Unified Self-Service Portal of Cognizant. This created IT efficiencies while enhancing overall user experience.

Customer Profile

Founded in 1994 as an in-house technology services arm of Dun & Bradstreet, Cognizant applies advanced technology solutions to help clients – large global organizations across vertical industries – achieve their strategic business objectives.

The Challenge

Operating in today’s fast-changing technology landscape, Cognizant’s goal is to provide innovative go-to-market solutions that leverage cutting-edge technologies and help gain competitive advantage. In this pursuit, Cognizant wanted to use the power of both private and public clouds through an end-to-end platform, which would deliver a secure, inter-operable and highly-reliable hybrid cloud infrastructure.

Cognizant leveraged in-house tools to automate and provision resources on VMware-powered private cloud. This helped developers to request virtual resources for application development either on the company’s private cloud or from the public cloud platforms such as Azure or Amazon Web Services. However, in-house tools offered limited provisioning in the private cloud environment, which often led to underutilization of IT resources.

For faster turnaround of resource provisioning requests, Cognizant sought a single tool that would automate resource allocation based on user requests and set up infrastructure that would integrate the private and public clouds into a hybrid cloud environment. Additionally, the company sought a solution that would allow the IT infrastructure managers to gain full control and visibility into both private and public cloud environments from a single window. This would not only ease the resource management burden for IT administrators, but would also ensure optimal resource utilization within the hybrid cloud infrastructure.

“This initiative involved complex integration of vRealize Automation with various third-party tools to deliver a secure hybrid cloud environment, and the implementation was successfully completed within the deadlines by VMware. This deployment has now reduced our resource provisioning time from 10 days to just few hours. Thereby, significantly enhancing developer productivity and user experience.”

– VELLAIYAN MANOHAR, AVP
– IT INFRA, COGNIZANT

BUSINESS BENEFITS

- Enterprise-class automated hybrid cloud enables self-servicing for resource provisioning
- Granular level data insights about the IT infrastructure allows administrators to proactively resolve issues, improve utilization and forecast the resource requirements
- Automation of routine processes has led to efficient manpower utilization

The Solution

VMware helped Cognizant meet its requirement of a hybrid cloud infrastructure with self-service provisioning capabilities through VMware vRealize Suite Enterprise Edition. vRealize Suite is a hybrid cloud management platform comprised of various applications that ensures secure, consistent and automated operations in hybrid and multi-cloud environments. Policy-based self-service resource provisioning enabled through VMware vRealize Automation (VRA) helps developers to reliably set up IT resources for their applications in on-premise private cloud or public clouds such as such as Amazon Web Services (AWS) or Azure. This allows Cognizant to offer Infrastructure as a Service (IaaS) in its hybrid cloud environment. Likewise, auto-scheduling of Day 2 operations through VRA has relieved the IT administrators from routine manual processes such as VM release, disk requests, performance reports etc., so that they can focus more on business process enhancements.

Through VMware vRealize Operations and VMware vRealize Log Insight the IT administrators now are empowered with intuitive dashboards of deep system analysis that enable proactive monitoring of the entire infrastructure across physical and virtual infrastructure. For further extensibility into the infrastructure, Cognizant also integrated Blue Medora Management Packs with VMware vRealize Operations, which offers a wider view into the IT environment with application-level data metrics. Integration of Blue Medora across the IT infrastructure has enabled Cognizant to gain detailed visibility of resource utilization. It offers integrated view to the administrators to manage, monitor and troubleshoot their entire infrastructure within a single console. Since, Cognizant moved from manual operations to self-service automated resource provisioning, VMware also integrated vRealize Automation with a self-service portal developed in-house at Cognizant. This service-desk application acts as a front-end portal and offers a seamless experience for users to place virtual resource requests.

As a future roadmap, Cognizant now plans to enhance its hybrid cloud environment by adding further support for Native Cloud Services, enterprise-ready multi-cloud container support, native support for Google Cloud Platform, network automation and build Hybrid Blueprints with Infrastructure as a Service (IaaS) and Platform as a Service (PaaS).

The Benefits

With this vRealize Suite deployment, Cognizant has an enterprise-ready hybrid cloud automation platform that offers IaaS across the private and public cloud environments. Infrastructure managers are now better equipped with deep insights on resource utilization and performance. They have a single dashboard view of various aspects of infrastructure, which allows them to take informed pre-emptive and remedial actions before any issues escalates to cause a system/application downtime. For instance, a SAN administrator experiencing performance issues with DELL EMC-VNX environment can leverage Blue Medora insights to drill down the database environments and identify the root cause quickly.

With predictive analytics and proactive alerting, Cognizant is not only able to ensure high availability of IT resources, but also prevent downtimes and eliminate resulting operational costs burden.

The deployment has bridged the multi-cloud environments and provided the developers with a seamless experience to place their requests for virtual resources without the intervention of IT administrators. Thus, reducing the resource provisioning time significantly and positively impacting the developer's productivity.

