

Accelerating Digital Business

Building a foundation
for innovation



Powering Your Success

At VMware, we are inspired by organizations creating innovative business models and developing products and services that are changing the world in ways big and small. We are committed to empowering our customers to succeed by helping them meet their toughest technological challenges.

By focusing on the digital foundation, we strive to empower companies to go farther, faster—streamlining the journey to deliver better experiences to their customers and empower their employees.

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





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Accelerate the Cloud Journey

Businesses today have to tap into proven on-premises and cloud resources to compete successfully and cost effectively. VMware solutions aimed at sustaining both hybrid cloud and multi-cloud environments are ideal for companies needing to modernize their IT by integrating the best of on-prem and cloud-based solutions with leading business apps. The returns are evident for companies and customers alike, with businesses reducing costs and boosting app performance and customers enjoying faster, more reliable access to services than ever.

T-Mobile US



INDUSTRY Telecommunications

HEADQUARTERS Washington, United States

“We wanted out-of-the-box Kubernetes upgrades, OS patching, and infrastructure maintenance. We get that with VMware Enterprise PKS and BOSH.”

JAMES WEBB,
PLATFORM ENGINEER, T-MOBILE US

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey

Delivering a unified experience for DevOps

T-Mobile US is a national provider of voice, messaging, and data services. The company's nationwide 4G LTE network delivers wireless service to over 81 million customers, earning \$43.3 billion in revenue in 2018. T-Mobile has built its market share on delivering compelling services and providing reliable coverage to its customers. To continue to provide this performance to customers, T-Mobile wanted to improve containerization support for its DevOps teams.

Business needs

- Eliminate security and management issues coming from DevOps inefficiently running container platforms by themselves
- Upgrade infrastructure, which slowed applications team's ability to deliver new products and services
- Introduce container management automation to reduce administration workload

Impact

- Adds high availability, scalability, and persistent storage via VMware Enterprise VKS
- Enables faster development and deployment for new T-Mobile US services via unified container management
- Helps two-person team manage entire Kubernetes environment using VMware Enterprise PKS automation and administration tools



Trend Micro

INDUSTRY Technology

HEADQUARTERS Texas, United States



“As we see customers increasingly migrating to public cloud, our solution ensures their security needs are met both in the data center and cloud. VMware Cloud on AWS makes that journey more graceful for our company and our clients.”

MANISH PATEL, SENIOR DIRECTOR
OF STRATEGIC ALLIANCES, TREND MICRO

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey

Providing IT security to customers

More than 500,000 enterprise customers rely on Trend Micro and its Smart Protection Network to protect their businesses from outside cybersecurity threats. As the scale of its threat detection system expanded, Trend Micro sought to improve the integration between its on-premises and Amazon Web Services (AWS) resources to better support future customer base growth and simplify the scope of platform administration for team members.

Business needs

- Simplify how IT staff approached time-consuming process of migrating on-premises workloads onto AWS
- Improve scalability to prepare for anticipated customer and cybersecurity platform growth
- Streamline approach to managing Trend Micro public and private clouds and data centers

Impact

- VMware Cloud™ on AWS accelerates workload migration to AWS, saving months of employee time and reducing costs
- Eliminates need to manually rebuild applications on AWS, redirecting resources into longer-term development
- Encourages flexibility and development innovation through on-demand scalability for AWS workloads



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William Hill

INDUSTRY Media & Entertainment
HEADQUARTERS London, United Kingdom



“With Kubernetes and VMware NSX-T Data Center on-premises, we can scale out easily for major events like the Grand National, where we see five or six times more load than we would do on a normal Saturday.”

BEN FAIRCLOUGH,
LEAD INFRASTRUCTURE ARCHITECT

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Accelerate the
Cloud Journey



Transform Networking
& Security

Transforming efficiency with private cloud

William Hill is a leading player in the fast-moving, highly competitive global gaming market. Around major sporting events, William Hill needs to scale out hundreds of apps in seconds and give customers a reliable, responsive experience every time. Its online gaming platforms publish more than 5.1 million price changes every day. To maintain this position, it needs an IT infrastructure that is highly secure, easy to manage, and cost effective.

Business needs

- Accelerate ability to roll out new products and make changes
- Save time for IT staff
- Reduce the number of manual tasks needed to deploy new services and applications to production

Impact

- Improved scalability, enabling fast, flexible response to the demands of major sporting events
- Saved time both for developers and engineers – at least 20%
- Cut time to market for new products, thus improving competitiveness



ADP

INDUSTRY Financial Services

HEADQUARTERS New Jersey, United States



“We’ll have network engineers, storage engineers, computer engineers, database engineers, and systems engineers all working together as one intact team developing and delivering goals on specific outcomes.”

VIPUL NAGRATH, CIO, ADP

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Improving developer capital management

Constant innovation helps ADP keep ahead of customer needs in the human resources space, but it also brought constant changes to the IT environment. Internally, the company found it was spending too long working on delivering the required infrastructure and system updates. IT staff wanted to improve velocity for refreshes to better match the needs of ADP developers and encourage continued development innovation.

Business needs

- Improve turnaround time on infrastructure refreshes to better meet developer roadmaps
- Establish an IT culture that works at the global scale of ADP and empowers individual team members
- Streamline approach towards infrastructure resource delivery to reduce need for manual management

Impact

- Infrastructure resource delivery reduced from 100+ days to minutes, improving ADP developer efficiency
- VMware Cloud™ on AWS establishes seamless private and public cloud workflows, fostering agility and innovation
- Automating IT management redirects resources to R&D, boosting time to market for new services



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Hive

INDUSTRY Energy/Smart Home

HEADQUARTERS London, United Kingdom



“We can focus on the data in Wavefront rather than the system holding the data. We can ramp up the amount of data we’re sending, and we know that Wavefront is going to cope. We’ve thrown some obscene amounts of data at Wavefront, and it hasn’t even batted an eyelid.”

CHRISTOPHER LIVERMORE,
HEAD OF OPERATIONS, HIVE

STRATEGIC IT PRIORITIES



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Building a better smart home

Hive, owned by UK energy supplier Centrica, produces smart home hardware that tracks functions including lights and energy usage. With the global smart home market expected to be valued at nearly \$140 billion by 2023, Hive wanted to be prepared for this growth by improving its infrastructure management abilities. Reliability and performance were key priorities, given that Hive products include crucial home tools such as security cameras and thermostats.

Business needs

- Establish effective monitoring for its infrastructure that supports devices in customer smart homes
- Integrate customer behavior analytics to drive faster time to market for new products
- Improve scalability of Hive platform by introducing more as-a-service functionality for developers

Impact

- Bolsters platform visibility with Wavefront™ by VMware, ingesting 100,000 data points per second
- Lowers monthly operating costs by 25% with Wavefront usage insights
- Creates dynamic development environment with testing resources that reduce need for post-release support



CenturyLink

INDUSTRY Telecom

HEADQUARTERS Louisiana, United States



“Combining VMware Cloud Foundation with the vCloud Director interface allowed CenturyLink to create a hosted private cloud infrastructure product that scales from a small to a very large number of virtual machines with all the controls from one interface. Our enterprise customers are requiring hosted private clouds with the agility that a software-defined networking and hyperconverged infrastructure provides.”

STEVE NOLEN,
SENIOR PRODUCT MANAGER, CENTURYLINK

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey



Transform Networking
& Security

Connecting customers to the cloud

By delivering the right technology for a borderless experience from cloud to network to application, businesses can use near-real-time insights to proactively adapt to market changes and business goals. Increasingly, customers want to leverage CenturyLink's 31 private cloud locations, more than 2,560 third-party and CenturyLink data centers, over 150,000 on-net buildings, 450,000-plus miles of fiber with direct lines to major cloud providers, and experts with more than 100 cloud certifications combined. Benefits include agile solutions on application-optimized clouds, connected by adaptive networking, and the right balance of public cloud, private cloud, and hosted services, with access to a complete portfolio of managed services to support IT needs.

Business Needs

- Reduce time and cost for packaging and deploying private cloud services to CenturyLink's enterprise clients
- Streamline process for architecting, testing, monitoring, and managing the infrastructure
- Customizable, build-to-order private cloud with automation to allow for rapid deployments and a single interface for controlling all resources

Impact

- Highly customizable infrastructure that reduces deployment timelines from months to weeks
- Flexible architecture allows CenturyLink to meet a broad range of customers' requirements



CM.com

INDUSTRY eCommerce

HEADQUARTERS Breda, Netherlands



“CM.com continues its high rate of innovation and is building new containerized applications. VMware Cloud Foundation support for PKS will have an immediate business impact, enabling us to do way more with the same number of people.”

JAN SAAN, CHIEF TECHNOLOGY OFFICER, CM

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Transform Networking
& Security

Delivering a message of innovation

eCommerce platform CM.com has come far from its origins as a social club messaging service, as the company's success has been driven by a willingness to innovate and explore new markets such as payment and analytics services. To continue this open approach towards development, CM.com sought to broaden the scale and flexibility of its existing IT infrastructure.

Business needs

- Continue a culture of innovation at CM.com by establishing a flexible IT infrastructure
- Prepare for an anticipated 400% increase in necessary platform resources over next five years
- Give developers resources and freedom to test and put potential new features into production

Impact

- Moving to hybrid cloud approach gives CM.com agility that encourages active innovation
- Kubernetes support in VMware Cloud Foundation™ provides scalability for developer needs
- Supports future CM.com investments into Conversational Commerce and driving transactions through single messaging channels



MTS

INDUSTRY Telecom

HEADQUARTERS Moscow, Russia



“Time to market is critical. Who provides their services fastest, across the whole of Russia, wins. If it wasn’t for NFV from VMware, it would take an age to implement a new service on a traditional infrastructure.”

FARID VELIEV,
SERVICE ORCHESTRATION MANAGER, MTS

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Connecting customers throughout Russia

As Russia’s leading telco provider, MTS provides mobile, broadband, and television services throughout the country along with serving the Ukraine, Armenia, and Belarus. To be faster to market with new digital products and services, MTS looked to build a new IT environment that would promote innovative customer resources and a platform that encourages flexibility and proactive development across its organization.

Business needs

- Reduce IT costs and increase operational efficiency across countries covered by MTS
- Accelerate time to market for new customer services in markets including cloud and eSports products
- Improve development timelines for testing, deploying, and scaling new customer services

Impact

- Speeds time to market for developing new products that grow MTS market share via VMware vCloud® NFV™
- Reduce implementation time for new services with policy-based automation that streamlines VM allocating and provisioning
- Lowers operating costs and boosts efficiency through close working relationship with VMware



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Stagecoach Group

INDUSTRY Logistics & Transportation
HEADQUARTERS Stockport, United Kingdom

STAGECOACH GROUP
greener smarter travel

IN PARTNERSHIP



“Since moving to VMware Cloud, I’m worrying less about operational uptime. There is a certainty, an assurance that everything works. Also, we feel we’re at the forefront of technology. There are additional features coming online every month.”

SAM AKROYD, TECHNICAL SERVICES MANAGER,
STAGECOACH GROUP

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Agility to meet future transport challenges

As the UK’s largest bus and coach operator, Stagecoach is uniquely positioned to meet future transport challenges. Public transport in the UK faces several big challenges such as reducing congestion on roads and improving local air quality while delivering affordable and flexible transport options. Stagecoach wants to transform its approach to IT, moving away from hardware ownership and management to create a more flexible, digital foundation.

Business needs

- Inflexible IT environment failing to support business agility
- Inefficient use of IT resources, with too great an emphasis on reactive maintenance
- Commit to a cloud platform for critical depot-management, vehicle tracking, and payment applications

Impact

- Helps ensure the scale, performance, and agility to support business-critical applications with VMware Cloud™ on AWS
- Reduces strain on in-house IT, freeing time to focus on new projects that will create value for the business
- Provides template for future cloud-first projects, and supports digital transformation

Xavier University of Louisiana

INDUSTRY Higher Education

HEADQUARTERS Louisiana, United States



IN PARTNERSHIP



"Fast deployment and migration were key to avoiding additional costs of our expiring lease. Thanks to RoundTower and the integrated, standardized nature of VMware Cloud Foundation, we clocked in at three weeks."

THOMAS WIMPRINE,
SENIOR SYSTEM ADMINISTRATOR,
XAVIER UNIVERSITY OF LOUISIANA

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Supporting students with a robust cloud foundation

Founded in 1925, Xavier University of Louisiana supports more than 3,000 students in fields including physics and biomedical sciences. When Xavier considered refreshing its IT infrastructure, university IT staff sought to juggle workload streamlining for platform administration alongside better disaster recovery capabilities, reflecting the risk of hurricanes and other weather events in the U.S. Gulf Coast region.

Business needs

- Better manage infrastructure demand from staff and students with existing IT team
- Reduce IT workloads for tasks such as manual hardware updates, which took significant staff time
- Develop consistent DR strategy in case of outages caused by hazardous weather events

Impact

- Centralizes management through VMware Cloud Foundation™ and cuts infrastructure footprint by 90%, reducing IT administration needs
- Eliminates need to manually manage resources with Cloud Foundation automation, improving Xavier IT staff agility
- Bolsters disaster recovery preparation with SLAs and productivity gains provided by VMware



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Nol-Tec Systems

INDUSTRY Material Handling/Control Systems
HEADQUARTERS Minnesota, United States



“With VMware Cloud Foundation, the time to implement the system is very quick. SDDC Manager makes deployment faster and simpler, with just a click of a button.”

DUSTIN PLANK,
IT MANAGER, NOL-TEC SYSTEMS

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Navigating hazards for customers

Nol-Tec Systems helps its customers modernize their manufacturing and keep communities safe by improving how they handle emissions and hazardous materials. In the past, Nol-Tec had operated with minimal IT staff who could handle company-wide IT issues. But as its legacy infrastructure aged and customer needs shifted, the company sought to improve agility and platform visibility without needing to invest substantial headcount into its IT team.

Business needs

- Replace legacy infrastructure to improve platform performance and deliver better support to manufacturing customers
- Improve platform reliability, as products typically receive post-purchase support
- Bolster security posture to prevent risk of data breaches for its manufacturing clients

Impact

- Improves deployment times from one month to four days with VMware Cloud Foundation™, helping customers get products faster
- Increases uptime with enhanced visibility and automation, helping IT staff spend more time on service development
- Boosts security with micro-segmentation established by VMware NSX® Data Center



Sky

INDUSTRY Telecommunications, Media Publishing
HEADQUARTERS Isleworth, United Kingdom



“Allowing Sky to move away from having to deal with legacy infrastructure components and into a fully software-defined world has improved speed, but also, just as importantly, has maintained our security, safety, and compliance.”

DAVID MATTHEWS, SKY LEAD SOLUTION ARCHITECT, CLOUD ENGINEERING, SKY

STRATEGIC IT PRIORITIES



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Creating a platform for dynamic service delivery

Sky is Europe's leading media brand, with offerings including internet service and its 24-hour Sky News channel. As an established industry leader, Sky leadership knows that its biggest challenge isn't only creating innovative products and services but also improving the speed at which it supports and delivers these products. To improve its time to market, Sky sought to improve its existing virtualized IT infrastructure.

Business needs

- Accelerate time-to-market for new features to maintain leading market position among subscribers
- Match rest of IT infrastructure to agile methodology used by software engineering and development teams
- Upgrade ability to deliver content to providers and subscribers through its network

Impact

- Reduced operating costs by 40% after moving from physical to virtualized storage
- Simplifies future server upgrade process via ability to update individual servers as needed
- Improve delivery speeds to CDNs by supporting video transporting service with VMware vSAN™



Konica Minolta

INDUSTRY Manufacturing
HEADQUARTERS Tokyo, Japan



KONICA MINOLTA

“As a part of promoting the hybrid cloud, we took advantage of virtualization skills and comprehensive support from VMware. Thanks to the help of VMware, we succeeded in evolving our private cloud into HCI-centered private cloud infrastructure.”

FUMIKO KONNO, MANAGER,
IT SECURITY DEPARTMENT, CORPORATE IT
PLANNING DIVISION, KONICA MINOLTA

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Manufacturing success with cloud versatility

The success of Konica Minolta has been supported by its ability to quickly react to changes in markets, including commercial printing and precision measuring instruments. To continue to maintain this agility for innovation, Konica Minolta wanted a way to integrate cloud solutions into its infrastructure that would support greater cost and performance efficiencies.

Business needs

- Build an IT infrastructure that can flexibly respond to shifting needs in commercial hardware space
- Move away from on-premises hardware dependency and towards cloud for better performance
- Find a cloud solution that could meet global standardization needs of Konica Minolta

Impact

- Improves performance with virtualization flexibility and reliability provided by VMware vSAN™
- Reduces cost and workloads by move from local to virtualized hardware investment
- Saves time by establishing data management independent of local storage that works at a global scale



Angel MedFlight

INDUSTRY Healthcare

HEADQUARTERS Arizona, United States



“Without VMware, I don’t think we would have the uptime or the reliability to be able to perform what we do on a global scale, and do what we do best – save patient lives.”

PAUL GREEN, CIO, ANGEL MEDFLIGHT

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Delivering critical care by air

Angel MedFlight helps deliver medical care internationally using aircraft equipped with its intensive care units. The company relies on the connections between its plane staff, call center, and data center to coordinate urgent care in critical scenarios. To be prepared for future growth and navigate unique regulatory challenges that limit aircraft staff responsibilities, Angel MedFlight needed to optimize its IT infrastructure for peak efficiency.

Business needs

- Boost IT performance to minimize critical delays sending patient data between local, in-air team members
- Improve cybersecurity by eliminating manual management tools that expose platform to security threats
- Maximize productivity for in-air staff, as FAA regulations limit number of consecutive working hours

Impact

- Hyperconverged infrastructure with VMware vSAN™ creates 50%+ performance boost for tasks such as patient data transfers that improve provider productivity
- Automation reduces IT workloads by 25%, simplifying staffing needs and improving security
- Performance gains help create in-flight tablets and charting apps, increasing patient care quality



SIBUR

SIBUR

INDUSTRY Petrochemicals

HEADQUARTERS Moscow, Russia

“Reliability, cost efficiency, as well as simplifying equipment operation were the most critical parameters for us. VMware vSAN has proved its worth and we have already begun to test its capabilities at locations with a large number of virtual machines.”

LEONID MEDVENSKY, CHIEF EXPERT
ON IT OPERATIONS, DEVELOPMENT OF IT
INFRASTRUCTURE AND COMMUNICATIONS, SIBUR

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Increased IT availability

SIBUR is the largest integrated petrochemical company in Russia. As an industry leader, the business strives to maintain high production standards and to support them with a highly efficient IT infrastructure. As part of a large-scale digitalization of its enterprises including the holding company in 2017, SIBUR decided to change the development trajectory of its IT infrastructure by moving to the Software Defined Data Center architecture.

Business needs

- Increase IT availability of remote enterprises
- Optimize the costs of managing remote infrastructure
- Support the transition to the Software Defined Data Center

Impact

- Save about 25% of the capital costs of replacing servers and data storage systems after using VMware vSAN™-based infrastructure
- Simplified maintenance of IT systems and increased availability by 50%
- Plans to scale up the vSAN solution to three more subsidiaries



Raiffeisen Bank

INDUSTRY Financial Services

HEADQUARTERS Moscow, Russia



“We decided to create a single ecosystem to simplify and automate the process of allocating compute resources for solving business tasks. Building an internal cloud service to provide infrastructure on demand with vRealize Automation solved our challenge.”

VITALIY AVILOV,
HEAD OF BASIC IT INFRASTRUCTURE MANAGEMENT
DEPARTMENT, RAIFFEISEN BANK

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey

Speeds time-to-market for new services

Raiffeisen Bank provides a full range of financial services to private and corporate customers. To compete for customers, banks need to launch new products and services for clients faster than ever. Raiffeisen Bank recognized that the provisioning of computing resources to its developers took too much time, slowing the creating and introduction of new solutions and making it harder to improve existing products.

Business needs

- Accelerate time-to-market to maintain its prominent position in the Russian banking market
- Increase developers' productivity to reduce the time for preparation or re-creation of infrastructure
- Strengthen market position through new services and products

Impact

- New solutions and technologies can be tested easily and quickly because specialists can now focus on higher-value business tasks
- Process of introducing new products has accelerated from 10 days to 1 hour
- Improves time-to-market significantly by reducing time to prepare infrastructure

Cubic Mission Solutions

INDUSTRY Technology

HEADQUARTERS California, United States



“Being able to run VMware on our small form-factor servers was a total game-changer that transformed how Cubic helps the warfighters on the ground. Together, vSphere 6.7 and vSAN create an unstoppable system to support the modern warfighter.”

TOM LYNOTT, DIRECTOR OF SOFTWARE ARCHITECTURE, CUBIC MISSION SOLUTIONS

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey

Servers that help soldiers

From any location in the world, soldiers rely on Cubic servers to help them connect to their bases and coordinate missions. Security and portability are key issues for Cubic military customers, as servers must be small enough to be physically carried by soldiers while meeting military-grade data protection standards. Cubic needed a solution on its servers that could meet these specific customer needs and still provide peak performance.

Business needs

- Support Cubic servers with solution that can maintain reliability under battlefield conditions
- Help ensure that servers can be quickly deployed by soldiers without extensive training
- Meet military Information Assurance cybersecurity standards to protect sensitive mission and troop data

Impact

- Improves VMware vSphere® configuration time to just 30 seconds through automation, simplifying deployment process
- Features including TPM 2.0 support in vSphere 6.7 help safeguard important troop data, keeping activity more secure
- Boosts storage performance by 700% on VMware vSAN™, improving server reliability for troops



Sberbank

INDUSTRY Financial Services

HEADQUARTERS Moscow, Russia



SBERBANK

“We enjoy the trust of millions, and our key priority is ensuring that client services function fault-free 24/7. Sberbank’s entire IT infrastructure is built with this in mind, and VMware is an important enabler of Sberbank cloud architecture.”

DAVID RAFALOVSKY, HEAD OF OPERATION & TECHNOLOGY, SBERBANK

STRATEGIC IT PRIORITIES



Accelerate the
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Undergoing digital transformation

Sberbank is the largest multinational bank in Russia with a strong reputation for reliability. As part of a global technological transformation, Sberbank initiated a large-scale migration of virtual machines to a new data center to maintain a consistently high level of service. By launching the project, Sberbank could do tasks such as increase the power and capacity of the data center, centralize locations, and update its IT environment.

Business needs

- Increase the power and capacity of its data center to abandon rented data centers
- Update the IT environment, because before modernization, Sberbank operated on servers that could only host about 5-6 virtual machines
- Eliminate irrelevant assets, centralize locations, and correct configuration errors

Impact

- Transferred more virtual machines to smaller fleet of equipment without productivity loss
- Offset migration from several old servers to a single new one by equal decrease in energy and VMware licensing costs
- Preserve operating continuity by implementing VMware virtual machines during migration with VMware vSphere® 6.5



vmware®



Transform Networking & Security

To keep up with today's hyper-distributed world, VMware helps companies achieve pervasive, end-to-end connectivity and protection for apps and data, where they reside. VMware software-based solutions provide a layer of abstraction from data center to cloud to edge, making security a central, reliable component of the applications and data infrastructure. With VMware solutions supporting a comprehensive networking and security strategy, companies worldwide gain unprecedented visibility and control to detect and respond to threats to data centers, other endpoints, and in the cloud.

Porsche Informatik

INDUSTRY Automotive Trade
HEADQUARTERS Salzburg, Austria

PORSCHE
INFORMATIK

IN PARTNERSHIP



“In the long term, our main concern is to reduce complexity – and VMware solutions fit perfectly due to their high degree of integration. No other company was able to offer us this technological advantage.”

PETER FRIEDWAGNER,
HEAD OF INFRASTRUCTURE AND COMMON
PLATFORMS, PORSCHE INFORMATIK

STRATEGIC IT PRIORITIES



Transform Networking
& Security

Driving stellar logistics management

As a subsidiary of Porsche Holding and part of Volkswagen Group, Porsche Informatik develops leading software solutions for car dealerships, importers, and financial service providers who rely on Porsche IT systems worldwide. To face the latest industry challenges, Porsche Informatik's IT infrastructure needed updating. The network must be available 24/7 in 27 countries to make sure new cars can be configured, spare parts ordered, and logistics controlled.

Business needs

- Increasing complexity of processes and services due to trends such as connected cars and e-drive
- Enhancing time-to-market and provisioning of resources for software developers
- Helping secure the company's own IT system against increasing cybercrime, while maintaining the highest security standards

Impact

- Maintaining leading automotive retail industry position through forward-looking, highly integrated IT concepts
- Reduced time-to-market due to process automation and rapid availability of computing resources across locations
- Innovative security concept including latest disaster recovery systems and firewall system with VMware NSX® Data Center micro-segmentation



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SAIC

INDUSTRY Government Services
HEADQUARTERS Virginia, United States

SAIC[®]
Redefining Ingenuity

“I’m excited about using VMware Cloud on AWS. The more tools we can give the government to achieve milestones on its cloud journey quickly, the better off we all are.”

COBY HOLLOWAY,
VP OF IT MODERNIZATION, SAIC

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey



Transform Networking
& Security

Modernizing government IT

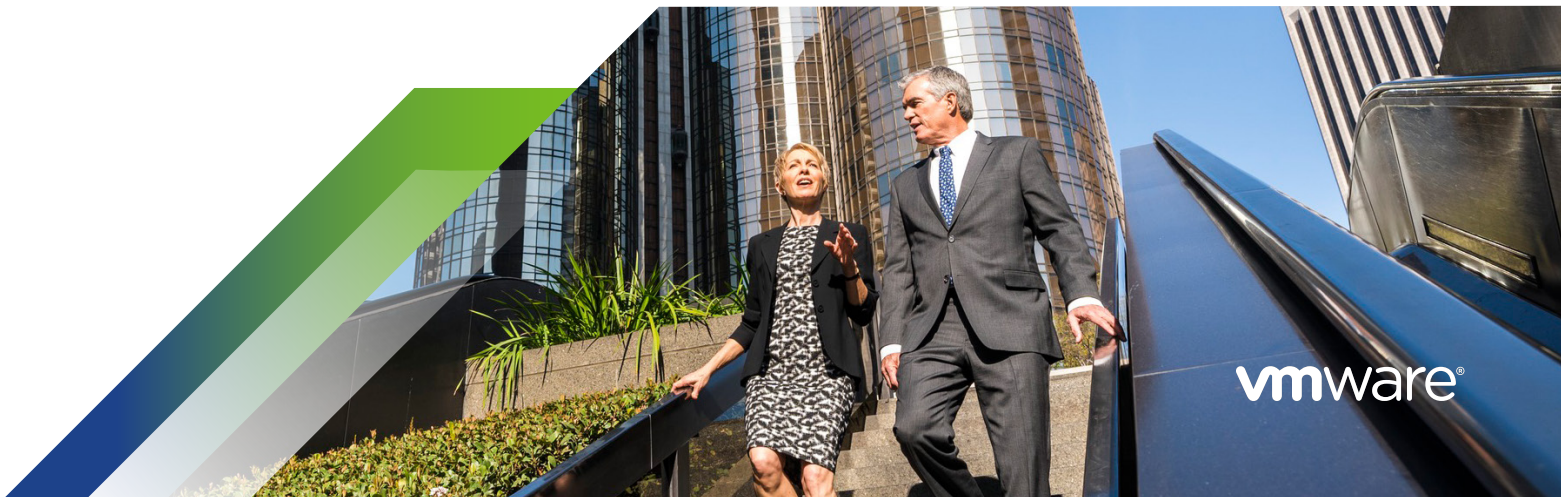
SAIC is a technology integration firm dedicated to helping government clients modernize IT systems and manage cybersecurity risks. As customers including the United States government modernize their legacy IT systems to take advantage of enterprise cloud services, SAIC needed to make a similar shift in order to support its clients' future performance, cost management, and security needs.

Business needs

- Shift towards cloud-centered infrastructure to meet government customer needs for modernized IT
- Deliver enterprise cloud services while managing cybersecurity risks for high-priority government clients
- Find ways to reduce operating costs and management workloads from legacy physical mainframes

Impact

- Simplifies management with VMware vCloud Suite[®] and VMware vRealize[®] Automation[™], automating provisioning across public and private client clouds
- Boosts customer security with VMware NSX[®] Data Center, establishing micro-segmentation for better threat responsiveness
- Reduces operating costs by centralizing management and monitoring on VMware



IHS Markit

INDUSTRY Financial Services

HEADQUARTERS London, United Kingdom



“The NSX Data Center advantage is that it can interact with environments from the public cloud with AWS and Azure to on-prem. We can apply the same security policy across different platforms. It makes Operations’ life easier because the transparency is there.”

ANDREW HRYCAJ,
PRINCIPAL NETWORK ENGINEER, IHS MARKIT

STRATEGIC IT PRIORITIES



Accelerate the
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Transform Networking
& Security

Investing in new technologies

Business information provider IHS Markit is headquartered in London and serves more than 50,000 business and government customers worldwide. IHS Markit wanted to utilize automation to improve how it managed administrative tasks such as virtual machine provisioning. While it had previously invested heavily in its private cloud, the company also wanted ways to integrate public cloud solutions into its infrastructure.

Business needs

- Expand use of VMware solutions and automation to streamline troubleshooting and administration workflows
- Reduce resource provisioning timelines, which often took months and left clients waiting
- Move to hybrid cloud approach to broaden developer access and improve productivity

Impact

- Boosts developer productivity with VMware vCloud Suite® and VMware vRealize® Automation™ introducing self-service features
- Reduces costs with VMware Cloud™ on AWS for faster deployments and minimal need for rebuilding services
- Improves security with NSX® Data Center micro-segmentation and common policies across the environment



Rentokil Initial

INDUSTRY Services

HEADQUARTERS Camberley, United Kingdom



“We have program managers managing these integrations. We give them a one-page overview, and they can do the deployment themselves. We don’t need to send out IT guys. We don’t need all these expensive IT skills around the world.”

ED HIGGS, DIRECTOR OF GLOBAL SERVICE DELIVERY, RENTOKIL INITIAL

STRATEGIC IT PRIORITIES



Transform Networking
& Security

Underpinning growth with agile network

Leading pest control and hygiene services business Rentokil Initial has grown through a strategy of organic growth and acquisitions, helping it provide customers with a deeper level of service driven by data. Rentokil Initial needed a network that could provide agility, scalability, resilience, and cost effectiveness to be rolled out across multiple markets of varying maturity while considering the fluctuating costs of providing bandwidth.

Business needs

- Collect, analyze, and share data more easily to enhance customer services
- Use digital technologies such as IoT sensors to keep ahead of the competition
- Simplify network to streamline and standardize processes, creating the capacity to support the business through future growth

Impact

- Robust, dynamic, and scalable network enables future innovation
- VMware SD-WAN by VeloCloud® is easy to deploy without IT specialists
- 3,000% more bandwidth at 50% of the cost in some markets



Harel Insurance

INDUSTRY Insurance

HEADQUARTERS Tel Aviv, Israel



“VMware is central to the simplified management of an efficient IT infrastructure. We see VMware as one of the foundations of the services we need to provide.”

AMIR LEVY, SVP INFRASTRUCTURE,
TECHNOLOGY AND CYBER SECURITY,
HAREL INSURANCE

STRATEGIC IT PRIORITIES



Transform Networking
& Security

Keeping Israelis insured

Harel Insurance is Israel's leading insurance provider, providing nearly 50% of health insurance policies and 20% of general insurance policies within the country. To continue its position as a market leader within Israel, Harel wanted to promote a culture of innovation across its IT and development teams. Along with improved security for sensitive customer data, Harel wanted to empower developers to be able to focus on innovation over maintenance.

Business needs

- Establish effective monitoring of complex infrastructure
- Be faster to market with new customer services and quicker to find and resolve issues
- Expand as-a-service functionality for platform management to encourage faster IT scalability

Impact

- Better secures customer data with micro-segmentation support with VMware NSX® Data Center
- Reduces spin-up times from days to hours by establishing “one-click to create” environment through VMware automation
- New features including WhatsApp-based sales chat enabled by VMware and developer innovation



Advanced Solutions

INDUSTRY Technology
HEADQUARTERS Victoria, Canada

Advanced Solutions

a DXC Technology Company

“With VMware NSX-T and PKS, we get the benefits of micro-segmentation for containerized workloads, for improved platform management and security.”

DAN DEANE, SOLUTIONS LEAD,
ADVANCED SOLUTIONS

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey



Transform Networking
& Security

Delivering the cloud to Canada

Advanced Solutions provides IT services to the Canadian government and other public sector customers.

Government agencies and public sector services require quick and accurate delivery of IT resources to continue to operate as effectively as possible. Advanced Solutions wanted to improve the delivery timelines for IT resources, as manual provisioning can often be time consuming and a pain point for customers.

Business needs

- Improve provisioning times for network and security services, which previously took weeks
- Help secure customer infrastructure as they migrate onto public cloud platforms
- Meet the efficiency and data protection standards necessary to become IT partner for British Columbia government

Impact

- Saves IT time with VMware automation, helping staff better manage customer infrastructure
- Makes client infrastructure more secure with broad security policy application
- Helps keep government IT services running for citizens via VMware workload migration and disaster recovery tools



Helvetia

INDUSTRY Financial Services

HEADQUARTERS Basel, Switzerland



IN PARTNERSHIP

**point
solutions**
IT auf den Punkt gebracht.

“Our digital transformation journey with VMware means we are benefiting from the computing power, security, and agility to handle a changing market.”

ANDREAS HAGIN, LEAD ENGINEER,
IT INFRASTRUCTURE, HELVETIA

STRATEGIC IT PRIORITIES



Transform Networking
& Security

Helping to ensure future growth

Helvetia provides insurance services to more than five million customers in countries including Switzerland, Germany, and Italy. After its 2014 acquisition of Nationale Suisse, IT leaders were faced with a challenge: how could they consolidate data centers into a unified infrastructure that could meet the company's growing needs? Helvetia leadership considered the merger an opportunity to transition towards a software-defined data center.

Business needs

- Encourage digital transformation by making Helvetia customer services faster and more personal
- Make network less dependent on physical infrastructure to simplify post-merger administration
- Increase infrastructure visibility to reduce management requirements for IT staff

Impact

- Increases platform agility by establishing software-defined infrastructure with increased security of VMware NSX® Data Center
- Simplified control of complex network
- Allows fewer resources to be spent on hardware maintenance and more on developing new services





Empower the Digital Workspace

The digital workspace puts employee experiences first and represents a fundamental shift in how IT delivers services. With VMware solutions that help provide secure access to apps and information anytime, anywhere, on any device, companies are embracing a more flexible, easy-to-manage, and holistic approach to the end user experience that fosters employee responsiveness, productivity, and creativity, while also enriching the customer experience.

Ricoh

INDUSTRY Technology

HEADQUARTERS Tokyo, Japan

“Workspace ONE was the only EMM that can provide convenience with single sign-on while realizing a high security level and operability. We can face the next challenge of workstyle innovation and acquire new knowledge.”

HIROYUKI SUZUKI, MANAGER,
SECURITY CONTROL DEPARTMENT,
DIGITAL TRANSFORMATION DIVISION, RICOH

STRATEGIC IT PRIORITIES



Empower the
Digital Workspace

RICOH

Transforming device management

Founded in 1936, Ricoh has become a global provider of equipment including printers, copiers, and fax machines. With nearly 100,000 employees worldwide, Ricoh wanted to broaden its work environment to help employees be productive from any location and device. At the same time, the company still needed to maintain the security of its internal platforms without burdening employees with inconvenient login tools.

Business needs

- Give Ricoh employees the ability to productively work and innovate when they are out of the office
- Keep endpoints highly secure with management tools to prevent Ricoh data from unsafe exposure
- Maintain simple and reliable login tools to keep remote work accessible and easy to use for employees

Impact

- Boosts platform security with full device and application visibility for administrators through VMware Workspace ONE®
- Improves productivity with SSO support, allowing Ricoh employees to quickly get to work remotely
- Reduces workload for operating electronic certificates via automatic management



Deutsche Telekom

INDUSTRY Telecom

HEADQUARTERS Bonn, Germany



“If I look at how productivity developed at Deutsche Telekom, we saw productivity over the last 24 months rising by several percentage points. This is one of the key benefits we can bring to people, enabling them to work from anywhere they want without having any delay or any disturbance in that process.”

DIRK ECKERT,
MANAGING DIRECTOR, DEUTSCHE TELEKOM

STRATEGIC IT PRIORITIES



Empower the Digital
Workspace

Connecting customers to better workspaces

Deutsche Telekom provides telecommunications services and products to millions of customers worldwide through its subsidiaries such as T-Mobile. Deutsche Telekom wanted to give its corporate and enterprise customers an easier and more effective way to manage their endpoints. By helping these clients simplify device management, Deutsche Telekom can encourage more productive employees and workplaces.

Business needs

- Build its endpoint management product on a solution that can provide broad support for customers
- Emphasize ease of use to minimize transition investment to a new device management solution
- Help ensure that data on client devices remains secure from threat of outside breaches

Impact

- Powers Flexible Enterprise Workplace product by building on top of VMware Workspace ONE®
- Frees IT time with automation, eliminating need to manually build images or find patch reports
- Improves employee productivity with single sign-on features from any device while maintaining security through two-factor authentication



University of Technology Sydney



INDUSTRY Higher Education

HEADQUARTERS Sydney, Australia

"I think the keyword here is 'seamlessness' – not just seamless access to all necessary software, resources or apps, but also seamless transition, in terms of mind-set and methods, for our students."

ROB JARMAN, ASSOCIATE DEAN, FACULTY OF
ENGINEERING AND INFORMATION TECHNOLOGY

STRATEGIC IT PRIORITIES



Empower the Digital
Workspace

Expanding learning resources for students

The University of Technology Sydney (UTS) is one of Australia's top universities with more than 40,000 students. Traditionally, students had to be on campus to access resources and services such as class-required software, which limited the amount of studying they could do at home and increased maintenance workloads for IT staff. To improve the academic experience, UTS wanted an easier way to virtually connect students to these tools.

Business needs

- Broaden access to university software and resources to boost student collaboration, helping them study more effectively
- Reduce IT staff workloads for maintaining workstations and licensing software
- Maintain necessary bandwidth to support substantial student virtual environment usage

Impact

- Improves student learning by delivering seamless and secure application access through VMware Horizon® Cloud on Microsoft Azure, helping them study from anywhere
- Reduces OpEx by 40% after moving to cloud infrastructure, refocusing IT on improving student services
- Gives students professional confidence in remote and digital collaboration



United States Senate Federal Credit Union



UNITED STATES
SENATE FEDERAL
CREDIT UNION

INDUSTRY Financial Services

HEADQUARTERS Virginia, United States

“Our members rely on us to be innovative. They rely on us to be secure. Through our partnership with VMware and Dell, we’re confident we can meet and exceed their expectations.”

MARK FOURNIER, SYSTEMS ARCHITECT,
UNITED STATES SENATE FEDERAL CREDIT UNION

STRATEGIC IT PRIORITIES



Accelerate the
Cloud Journey



Empower the Digital
Workspace



Transform Networking
& Security

Offering best-in-class banking

The United States Senate Federal Credit Union provides financial services to more than 32,000 customers including U.S. senators and government staffers. Faced with aging legacy infrastructure, USSFCU wanted to refresh its data center approach to help facilitate faster time-to-market for new products, improve platform security, and support better branch services for its customers.

Business needs

- Reduce cost, employee workloads, and physical footprint for hardware supporting USSFCU member services
- Improve network security to protect high-profile customers from data breaches
- Enhance staff productivity to encourage service innovation while maintaining comparable team headcount

Impact

- Reduces service support costs by 66%, allowing USSFCU to reinvest in feature development
- Creates 33% additional cost savings by moving employee workloads from PCs to digital workspaces
- Boosts security for sensitive member personal and financial data with VMware resources including micro-segmentation

VITAS Healthcare

INDUSTRY Healthcare

HEADQUARTERS Florida, United States

VITAS[®] Healthcare

IN PARTNERSHIP



“Mobility has impacted not only the quality of the care that we can give, but also the IT solutions we can provide. We’re passionate about technology because every dollar that we can save on IT is a dollar we can spend on patient care.”

PATRICK HALE,
EVP AND CIO, VITAS HEALTHCARE

STRATEGIC IT PRIORITIES



Empower the Digital
Workspace



Transform Networking
& Security

Enhancing patient care

VITAS Healthcare is a leading provider of hospice care with over 12,000 employees caring for more than 18,000 patients across 14 states and the District of Columbia. Clinical employees spend nearly 80% of their time providing end-of-life care at the homes of patients and manually recording patient notes for later reference. IT staff sought a technology solution that could more securely maintain patient health records while allowing clinicians to maximize their time with patients.

Business needs

- Eliminate manual workflows that had clinicians spending excess time on traditional paperwork
- Maintain security to protect patient health data from unnecessary exposure
- Simplify daily administration workflows for IT and clinical staff

Impact

- Revamps clinician productivity with 8,000 Apple devices that allow patient work to be done anywhere
- Reduces workstation costs by 35% and training times by 20x, spurring reinvestment into patient care
- Establishes consistent security and device management without increased headcount with VMware Workspace ONE[®] and VMware NSX[®] Data Center



vmware[®]

