Transforming Operations for Virtualization

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Addressing organizational and process issues associated with increased virtualization activity

Virtualization offers many compelling benefits—including unprecedented capital savings and the ability to deliver much greater IT agility and flexibility to match business needs and requirements.

Virtualization often exposes brittle and inflexible IT organizational structures, processes and systems management tools, most of which have been deployed to support an environment built on years and layers of disparate IT projects. In most cases these scenarios require architectural and process re-design for a virtual infrastructure environment. Thus, while many organizations have successfully virtualized a portion of their IT infrastructure, many have reached a plateau—one typically caused by organizational and operational challenges rather than technical issues.

IT departments may find that their organizational hierarchies and approaches to technical support are not well suited for a virtual environment. They may discover that their processes and workflows are not speedy or nimble enough to move from a physical to a virtual environment. And they usually soon realize that their approach to enterprise systems management—from how they provision, deploy and retire application workloads to how they manage licenses, capacity and system configurations—is not optimized for a virtualized environment.

Tackling the underlying challenges

In spite of these challenges, most organizations recognize the need to move virtualization beyond IT workloads and apply its considerable cost, agility and flexibility benefits to business critical workloads and applications. Business and IT executives also know they need to embrace virtualization to build a solid foundation for private cloud computing. But they are unlikely to achieve those goals with a business-as-usual approach to IT operations, organizational structure and management tools.

Our customers need help answering the questions associated with the "how" of deploying cloud computing. How do we get started? How do we evolve our operational capabilities to better support virtualization and build a foundation for cloud computing? And how do we tackle those goals while driving measurable improvements in efficiency and productivity—and stronger alignment between IT and the business?

• Consulting • Technology • Outsourcing

Transforming operations for virtualization

Accenture, a leader in large-scale, industry-specific IT transformations and IT service excellence, and VMware, a leader in virtualization, application development and cloud technologies, have joined forces to help clients address these challenges. VMware cloud computing technology combined with Accenture's knowledge of the process and organizational changes associated with IT transformations can help clients looking to improve the outcomes of their virtualization and cloud computing efforts.

With the transforming operations for virtualization solution, we guide each client through a tailored analysis, design and deployment of critical organizational and operational enablers of virtualization:

• The analysis phase typically includes discovery and documentation of business requirements, a current state assessment and gap analysis (including tool gap analysis), target state definition and recommendations, business case development and creation of a roadmap for moving forward.

• In the design phase, we focus on one or more of the following areas: process design, organizational design or tool design and configuration. We identify the actions that an organization must take to reduce or optimize the cost of services. And we build the foundation for financial transparency—helping define service costs, create a CIO dashboard and develop future-state services definitions.

• Finally, in the deployment phase, we help operationalize the redesigned processes, management tools and the new organization structure. We assist in managing vendor renegotiations and deploying the CIO dashboard. We also provide thought leadership around other key deployment challenges—including deployment method, communications and training.

Value delivered

Together, Accenture and VMware help organizations advance in their journey to reduced capital and operational expenses, greater technical agility and stronger alignment between IT and the business. In fact, Accenture and VMware have already helped other organizations transform their operations and achieve measurable business outcomes, including:

• A reduction in operational costs

• An increase in virtual footprint

• Improved service performance

• Positive return on investment

Ultimately, the transforming operations for virtualization solution is ideal for any IT organization seeking to transform and optimize its operational capabilities. Through such transformation, an organization can grow its virtual environment, maximize the benefits of virtualization and achieve great strides in aligning more closely and effectively to the business.

For more information

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 236,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$25.5 billion for the fiscal year ended Aug. 31, 2011. Its home page is www.accenture.com.

About VMware

VMware (NYSE:VMW), the global leader in virtualization and cloud infrastructure, delivers customer-proven solutions that accelerate IT by reducing complexity and enabling more flexible, agile service delivery. VMware enables enterprises to adopt a cloud model that addresses their unique business challenges. VMware's approach accelerates the transition to cloud computing while preserving existing investments and improving security and control. With more than 250,000 customers and 25,000 partners, VMware solutions help organizations of all sizes lower costs, increase business agility and ensure freedom of choice.