

# Telefónica Chile Provides Peace of Mind to Local Enterprises

Chile is a place of uncertainty for enterprise IT organizations. Earthquakes, volcano eruptions, and outages in addition to cyber attacks and human error, make disaster recovery a top priority. That's why Telefónica Chile, one of the leading ISPs in Chile, is employing Disaster Recovery as a Service (DRaaS) based on a successful implementation of VMware vCloud® Availability Cloud-to-Cloud DR delivered by VMware Professional Services.



## Challenge:

Companies in Chile depend on their Services Providers to help them make the best and most efficient technology decisions.

With the constant threat of downtime and outages, paired with a decline in internal IT funding, companies are turning to outsourcing options. Telefónica Chile saw DRaaS as a great opportunity. The challenge was being able to effectively deliver the service Day One without delay.

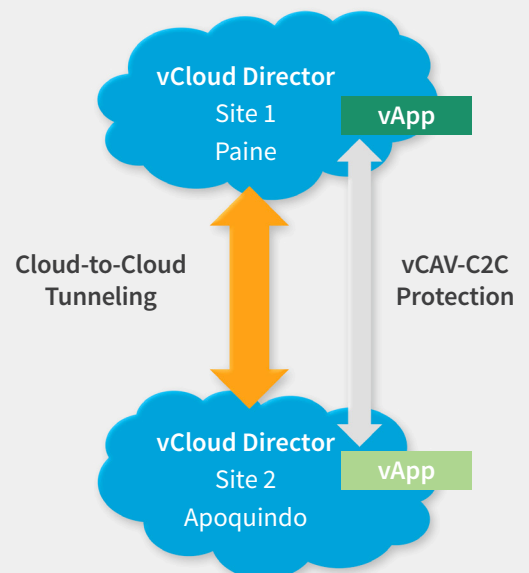


## Solution Recipe:

- 1. Get it working:** Initial success created a validated blueprint for the operating model
- 2. Ramp up quickly:** VMware Professional Services were tapped for immediate, rapid delivery and the highest value possible
- 3. New program benefits:** Participation in the VMware Cloud Provider Program using a new points system, helped remove upfront costs and brought the project in line with other revenue models

Disaster Recovery as a Service (DRaaS) based on VMware vCloud® Availability (Cloud-to-Cloud C2C DR) delivered to telefonica Chile by VMware Professional Services. vCAV-C2C provides native replication, migration, and failover/failback capabilities for vCloud Director-based workloads at tenant level.

- Accelerates adoption of Cloud Services; with a fast deployment and easy consistent solution within the VMware solution set, Telefonica Chile is able to upsell additional cloud services that are sticky to the Disaster Recovery solution.
- Avoids costly on-premises DR solutions; by utilizing a VMware native solution for VMware workloads, there is little additional overhead in terms of appliances and enablement. Operationally, no agents are required and vCloud Availability Cloud-to-Cloud also provides enhanced controls and policies, further minimising operational costs.
- Minimizes downtime and revenue loss with quick recovery; providing the ability to natively replicate changes as they are written between ESXi hosts and test failover capabilities with a 5min RPO ensures consistent fast recoveries.
- Provides self-service Disaster Recovery portal for both NOC and Tenants; eliminates screen hopping and complexity in authentication between systems allowing tenants and operations access to the Disaster Recovery service.

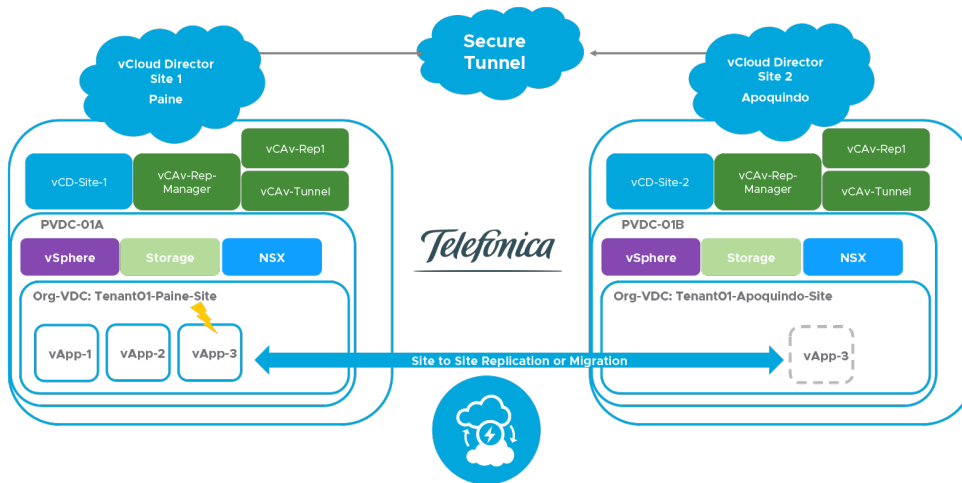


## A Holistic DR Solution

The solution utilizes two data centers with the following VMware components at each one:

- **Management cluster:** Supports all management components and is designed to easily scale as demand increases
- **Resources cluster:** Supports all monetizable workload VMs and vApps
- **vCloud Director with federation within sites:** “Single pane of glass” view of infrastructure services, network and security services (NSX), compute (vCloud Director resource pools, VMs, vApps), and storage services
- **vCloud Availability Cloud-to-Cloud DR:** Supporting DR integrated to vCloud Director customer virtual data centers; DR synchronicity can be executed at source or destination sites
- **vRealize Operations Manager:** Monitors customer and management clusters and workloads
- **vRealize Business:** Provides show-back and charge-back functions on usage
- **vCloud Extender:** Customers connect to their data centers using vCloud Extender within client on-premises infrastructure and the cloud for secure layer 2 connectivity

## vCloud Availability for Cloud-to-Cloud C2C High-Level Architecture



## Fast On-ramp to DRaaS

Buoyed by the ease of deployment of the new vCloud Availability Cloud-to-Cloud DR service, Telefónica Chile’s initial rollout was a real achievement. VMware significantly improved the installation of the new vCloud Availability Cloud-to-Cloud service for vCloud Director environments, and the speed and ease of installation was testament to the improvements.

Meanwhile, VMware Professional Services “VMware-certified consultants” are there to support customers who need fast time to market. To make things even simpler for Telefónica, VMware Professional Services was contracted using points via the VMware Cloud Provider Program, removing the upfront costs and making the service more affordable and in line with Telefónica’s revenue model.

“This Cloud-to-Cloud Replication offering is synonymous with high resilience which delivers 99.982% (uptime Datacenter Tier III) availability for our Cloud Provider’s Customers who come from different vertical segments such as oil and gas, government, and financial companies.”

- José Manuel Kuhn

Jefe de Productos TI  
(IT Product Manager)  
Telefonica



## Success

Companies in Chile are continuing their adoption of cloud services in order to reduce costly on-premises resources and deliver the right IT services, from the right location, for the right cost. In response, Telefónica Chile is capitalizing on opportunities to increase revenue with on-demand cloud services that extend or replace traditional data center infrastructure. With their new DRaaS offering powered by VMware, they can ensure that their customers have the tools and technology they need to get back up and running quickly, minimizing downtime and revenue loss through simple, tested, self-service disaster recovery. It is a unique opportunity to help reduce the impact of disasters by keeping applications and data safe and operating — in any recovery situation or outage condition – while giving customers an easy on-ramp to cloud.