

Orange Business Services Identifies and Solves Storage Issues Faster with VMware

To improve its cloud and infrastructure-as-a-service (IaaS) offerings, Orange Business Services (OBS) needed to enhance its reporting capabilities and cut downtime. OBS worked with VMware to identify the VMware vRealize® True Visibility™ Management Pack for NetApp, which provides greater discovery and reporting of storage issues to improve customer satisfaction and reduce the time it takes to find and mitigate issues.

Challenges

The company's IT consists of NetApp storage running on VMware virtualization. Because customers rely on the OBS IT infrastructure to provide services to their customers, OBS needed to improve its reporting and analysis tools, and reduce the time it takes to locate storage issues.

Before the vRealize True Visibility Management Pack for NetApp, OBS manually pulled and constructed data from its NetApp environment, which was time-consuming and provided limited information for its customers. On top of this, the OBS IT teams struggled to find the root cause of virtual machine (VM) slowdowns.



**Business
Services**

Orange Business Services is a global integrator of communications products and services, including cloud and infrastructure as a service. With headquarters in Paris, France, OBS operates in more than 220 countries and territories and employs more than 30,000 people, with 70 percent of its customer base made up of Fortune 500 financial services companies. OBS reviews and improves its IT processes to maintain high levels of IT services to its customers.

INDUSTRY

Technology

HEADQUARTERS

Paris, France

VMWARE FOOTPRINT

VMware vRealize True Visibility Management Pack for NetApp



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RICHARD ESTEVE
TECHNICAL LEADER, ORANGE BUSINESS SERVICES

Platform extension provides greater understanding

As OBS systems run on VMware vRealize Suite, the company contacted VMware for possible solutions. VMware recommended the vRealize True Visibility Management Pack for NetApp.

The OBS team was impressed with the SANtricity-like data depth they could now access within VMware vRealize Operations™. As well as providing a better service for its customers, OBS also eased the strain on the company’s IT team by breaking down silos between the storage and virtualization teams.

VMware improves network visibility to reduce downtime

With the vRealize True Visibility Management Pack for NetApp, OBS is reducing the time it takes to discover issues that cause downtime. Richard Esteve, a technical leader at Orange Business Services, believe the vRealize True Visibility Management Pack for NetApp plays a major role in helping OBS eliminate downtime.

“Thanks to the visibility provided by the vRealize True Visibility Management Pack for NetApp, we can now discover the symptoms of downtime between 70 to 80 percent faster. Minimizing downtime is crucial to the success of both OBS and our customers, so reducing it is one of our key objectives. To see such a reduction in discovery time is brilliant.”

Customer satisfaction is also on the rise thanks to the increased details included in automated reports.

“To effectively manage their IT environments, our customers require an understanding of what is happening across the environment. VMware’s out-of-the-box dashboards provide exactly that, which is greatly improving our overall customer experience. The dashboards are easy to digest, and they allow IT teams to act on analytics and trends being generated.”

Following the success of using the vRealize True Visibility Management Pack for NetApp, OBS plans to work with VMware to implement a similar solution for F5.