

JOURNEY TO IT AS A SERVICE POWERED BY SOFTWARE-DEFINED DATA CENTERS: AN EXECUTIVE SUMMARY

Modern business is an around-the-clock proposition. Better connectivity, enhanced global transport capabilities, and increasingly interdependent economic systems have led to global competition, with enterprises competing with others around the world for a finite market of potential customers. This places today's IT department under increasing pressure to enable top-line business results with the applications and solutions it provides—despite stagnant budgets, staff that is comfortable working in outdated IT models, and little time or resources to educate them about something new. The need for IT to change is afoot; and technology exists that can help IT achieve transformative business results.

IT-AS-A-SERVICE ENABLES NEW BUSINESS RESULTS

The IT department of the future will require an entirely new model of operation, shifting from a back-office provisioning and management organization to a solution-oriented, strategic technology leader of the business. By leveraging the benefits of virtualization and cloud, IT can transform itself into a service provider to the business, providing employees, partners, and customers with access to all IT resources as a service. The underlying data center architecture enabling this shift is the software-defined data center, or SDDC. The SDDC architecture allows most of an enterprise IT's compute, storage, networking, security, and availability infrastructure and resources to be:

- abstracted and defined in software
- pooled together as an enterprise-wide resource
- delivered as a service that is managed by automated, intelligent, policy-driven software

ITaaS organizations also recognize increased speed, agility and the ability to say “yes” to line-of-business requests. Increased automation of IT resource management and orchestration also leads to improved control. By setting predictable and enforceable rules for IT infrastructure and application resource utilization, IT organizations can reduce downtime, provide better insight, predictability, and control over spend for the business, and ensure compliance with security standards and industry regulations.

DELIVERING THE INFRASTRUCTURE: SOFTWARE-DEFINED DATA CENTERS

Software-defined data center architectures are also helping organizations gain flexibility in the environments they choose, including those operated within their data center and those from public cloud providers. A software-defined data center can provide IT with greater interoperability among multiple infrastructure resources, and the ability to continue leveraging its existing investments.

Ultimately, an SDDC architecture gives IT organizations the control, freedom and choice to deploy and deliver applications with greater agility, speed, and quality of service, regardless of the underlying hardware and software infrastructure.

BENEFITS OF AN ITaaS ENVIRONMENT

Deployed successfully, ITaaS can allow enterprises to realize significant return on their IT investments, while dramatically improving the quality of IT services, and enabling faster delivery of new enterprise revenues. Based on customer research, VMware's customers are successfully translating adoption of its technology portfolio into significant cost savings and operational efficiencies. For example, users have reported:

- 50 percent reduction in time to build and provision a new application
- 30 percent cost reduction for data center operations
- 41 percent reduction in security incidents
- 37 percent decrease in Tier I application downtime

It also offers increased efficiency and agility, greater control over all IT services, and the ability to enhance necessary security and regulatory controls. And such results do not require a sacrifice in choice; it is not necessary to settle for only a small cadre of selected service providers or service delivery options. IT departments can integrate services from a variety of providers—both internal and external—and deliver them across a variety of channels, in public, private, or hybrid cloud environments.

To learn more about how ITaaS and an SDDC can benefit your organization, download a full copy of this Stratecast | Frost & Sullivan paper, "Journey to IT as a Service Powered by Software-Defined Data Centers."¹

¹ This report was developed by Stratecast | Frost & Sullivan with VMware assistance and funding. This report may utilize information, including publicly available data, provided by various companies and sources, including VMware. The opinions are those of the report's author, and do not necessarily represent VMware's position.

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