Rethinking Enterprise IT: Expedient's Transformation to a Cloud Operating Model

Expedient is a managed cloud service provider that delivers VCF-as-a-Service hybrid cloud solutions to facilitate customers' cloud transformations, simplify IT operations, and enable desired business outcomes. Headquartered in Pittsburgh, Pennsylvania, Expedient is a 22-year-old company with more than 1,500 clients. The company has 15 data centers in the United States and offers a 100% uptime SLA and 24x7x365 support. Expedient has been a VMware partner since 2008 and recognized as an Americas Cloud Partner of the Year in 2018 and Broadcom VCSP AMER Partner of the Year in 2024.

Industry
IT

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Many large enterprises are constrained by fragmented IT environments consisting of legacy systems, siloed infrastructure, and inconsistent hybrid cloud strategies that limit agility, increase costs, and slow innovation. To overcome these challenges, leading organizations are shifting towards a cloud operating model, one that delivers agility, security, consistency, and operational efficiency across multiple business units and diverse workloads.

Expedient, a Broadcom VMware Cloud Service Provider (VCSP) Pinnacle partner, exemplified this transition. By evolving from a highly virtualized VMware vSphere-based environment to a full private cloud platform based on VMware Cloud Foundation (VCF), Expedient unified its operations, improved scalability, and streamlined service delivery. This same transformation path is available to enterprises seeking to modernize their own infrastructure internally—without giving up control, compliance, or customization.

The results speak for themselves: Expedient realized a 30% increase in operational efficiency; reduced issue resolution time by nearly 30%; lowered infrastructure costs by nearly 20%; and scaled private cloud deployments by 500% over two years.[1] For enterprises, this demonstrates that adopting VCF as the foundation of a private cloud strategy can enable faster innovation, stronger security postures, and better business outcomes, while preserving enterprise-grade governance and flexibility.

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EXPEDIENT'S TRANSFORMATION TO A CLOUD OPERATING MODEL

Addressing legacy limitations in enterprise cloud transformation

Since 2018, Expedient has run its Expedient Enterprise Cloud (EEC) on VCF, giving end-customers a full-stack private cloud platform that handles both mission-critical legacy systems and cloud native workloads without the cost or delay of application refactoring. EEC, a managed VCF-as- a-service, supports more than 35,000 VMware workloads across hundreds of end-customers, each with their own unique requirements and workloads.

Before adopting VCF, Expedient operated on its vSphere-based Virtual Colocation (VColo) platform. While serviceable, it lacked critical capabilities like integrated orchestration, automation, and modern security. These limitations reflect the same roadblocks many large enterprises face today:

- **Manual Operations & Inefficiencies:** Without built-in automation, Expedient relied on custom tools and manual workflows, causing complexity, operational overhead and slower delivery.

- **Fragmented End User Experience:** Expedient's siloed data center systems created difficulties to access data across systems, which led to wasted time, higher risk of errors, reduced productivity, and limited self-service for end-customers, all of which are common challenges for any IT team trying to support end-customer needs while managing disparate platforms.

- **Scalability Limits:** As Expedient's end-customer demand grew, scaling infrastructure proved difficult, a common hurdle for legacy-heavy organizations.

- **Skills & Budget Pressures:** Balancing staff expertise, hiring, and constrained IT budgets made their innovation and operational excellence harder to achieve.

- **Compliance & Security Gaps:** Lacking embedded security frameworks, maintaining compliance was labor-intensive and risk prone.

- **Hybrid Cloud Complexity:** Establishing a hybrid cloud required significant effort and expertise due to the complexity of integrating on-premises and cloud resources, managing the different environments, and maintaining security across them.

By shifting to the VCF private cloud platform, Expedient resolved these pain points, streamlined operations, improved scalability, and delivered their EEC services platform. Their transformation offers a blueprint for enterprises looking to modernize with a more secure, consistent, and future-ready private cloud platform.

A foundation built for efficiency, scale and speed

A long-time VMware user, Jon Rosenson, President and Chief Operating Officer, Expedient, shared: "VMware has been integral to Expedient since 2008, forming the foundation of our early cloud platforms. Initially, it functioned more as a hosted, virtualized solution. However, our adoption of VMware Cloud Foundation in 2018 was a game-changer, transforming the business and delivering a vastly improved experience for our clients."

Expedient's move to a VCF platform unlocked immediate and measurable results. By standardizing their compute, storage, network, security, and management stack across all its data centers, Expedient gained the agility and architectural consistency needed to scale operations, accelerate service delivery, and reduce risk.

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1. Expedient Internal Study.
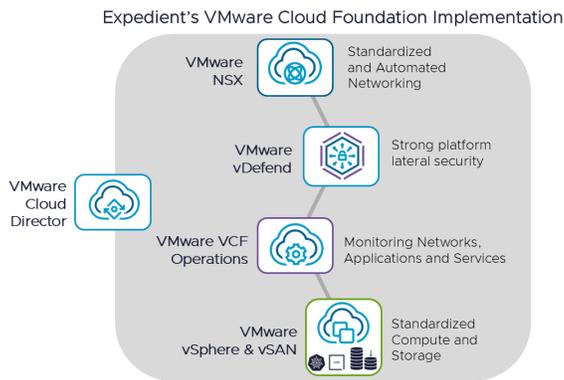
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Figure 1: Expedient Enterprise Cloud Services are built on VCF, an integrated vSphere, vSAN, NSX, VCF Operations, vDefend and VMware Cloud Director stack.

- **Efficiency Gains:** Infrastructure costs fell by 18.3% due to tool consolidation and reduced third-party dependencies.

- **Scalable Growth:** Workload deployments grew 4x, seamlessly scaling across regions to meet end-customer demand.

- **Faster Resolution:** Issue resolution times improved by nearly 30%, enhancing service reliability and user satisfaction.

To enable this, Expedient phased its transformation, investing in infrastructure modernization, operational automation, and cloud expertise. Moving from a basic vSphere environment to a fully integrated VCF stack allowed them to simplify operations, minimize configuration drift, and deploy services faster across all sites.

A key part of the transformation involved rearchitecting the network with VMware NSX. By embedding micro-segmentation and platform-level security, Expedient didn't just modernize their network, they also delivered stronger security protection at the platform level, reducing the attack surfaces, and providing greater peace of mind.

It also made a big difference for Expedient's end-customers in highly regulated industries, like healthcare and finance, that benefited from built-in real-time compliance monitoring and simplified audit readiness, without relying on third-party tools. Expedient was able to simplify reporting and ensure readiness for evolving standards like HIPAA, PCI DSS, and GDPR.

Beyond infrastructure, Expedient modernized the user experience, delivering a new self-service interface that enabled cloud agility at the click of a button. This, combined with a built-in enterprise-grade disaster recovery, reduced both Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO), which provided them with the confidence to offer a 100% availability SLA. Expedient now enables end-customers control and flexibility, and the confidence of always-on reliability.

Through the full-stack VCF implementation, Expedient was able to scale seamlessly across regions to meet fluctuating demand, while maintaining architectural consistency, improving user onboarding as well as service delivery timelines. The impact was profound: over a two-year span, Expedient saw nearly 500% increase in private cloud deployments. Even during the height of the 2021 global hardware supply chain crisis, their platform proved resilient, continuing to deliver reliable services when it was needed most.

To support this rapid growth, Expedient streamlined operations by consolidating tools and embracing automation. This approach led to an 87% reduction in monthly engineering labor, a 55% drop in manual rework, and significant improvements in deployment quality. Overall, they realized a 30% gain in operational efficiency—enabling faster service rollouts, reduced human error, and more agile response to end-customer needs.

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Simplifying complexity with a cloud operating model

Expedient's move to full-stack VCF shows how to modernize legacy environments without disrupting operations. By standardizing infrastructure and integrating hybrid cloud capabilities, Expedient delivered an enterprise-grade cloud environment with enhanced agility, security, and a self-service user experience across its 15 data centers.

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Expedient's key outcomes with its VCF implementation include:

- **Unified Operations:** VCF, NSX, vSAN and VMware Cloud Director enabled streamlined management, faster deployments, and lower risk across distributed sites.

- **Secure Multi-Tenancy:** VMware Cloud Director and NSX supported isolated, compliant environments for diverse workloads.

- **Hybrid Cloud Flexibility:** Expedient bridged on-prem and public cloud while preserving existing vSphere investments.

- **Built-in Compliance & Security:** NSX micro-segmentation and VCF Operations enabled real-time compliance and stronger protection.

- **Modern DR:** DRaaS via vSphere Replication and VMware Cloud Director Availability improved RTO and RPO.

- **User Empowerment:** Self-service IaaS gave users full visibility and faster provisioning.

- **Automated Workflows:** VCF Automation, APIs, and Ansible-driven workflows cut time-to-market and freed up engineering resources.

Expedient's transformation highlights how enterprises can adopt a cloud operating model to reduce complexity, improve control, and accelerate innovation, while they meet the demands of modern business and compliance.

A new enterprise imperative: Think like a cloud provider

Expedient didn't just adopt VCF–the company used it to reinvent their business. By shifting to a full-stack cloud operating model, they unlocked the speed, scale, and efficiency once thought exclusive to hyperscalers. The result? A 30% boost in operational efficiency, 18% lower infrastructure costs, and the ability to rapidly scale services across a growing end-customer base, all while meeting strict compliance demands.

This cloud service provider success story offers enterprise IT insights to outcomes that are within reach for their organization when they are ready to move beyond fragmented legacy environments and take control of their own digital future. Expedient proves what's possible when you stop thinking like traditional IT and start acting like a cloud provider. For enterprises, adopting VCF is more than a technical upgrade, it's a strategic necessity.

For enterprises not yet ready to deploy VCF on-premises, there's a fast-track alternative: VCF license portability. This entitlement enables organizations to use their existing VCF licenses with certified VCSP partners like Expedient. By leveraging a trusted VCSP, enterprises can accelerate time-to-value, bypass internal skill and resource constraints, and tap into deep VCF expertise, while gaining the full benefits of a secure, scalable private cloud without the complexity of building and operating the infrastructure themselves.

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