

SPOTLIGHT

Broadcom VMware Cloud Foundation 9 Spotlight: Streamlining Private Cloud Operations

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Broadcom commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying VMware Cloud Foundation (VCF) 9.¹ This technology Spotlight abstract will focus on streamlining private cloud operations and modernizing using Broadcom VCF 9 and its value to their organizations.

Interviewees and survey respondents for this Spotlight include:

- Director of architecture and infrastructure at an EMEA-based insurance organization with \$82.0 million in annual revenue and 700 employees.
- Global head of cloud at a financial services organization with \$78.0 billion in annual revenue and 200,000 employees.
- Vice president of platform cloud at a North American telecommunications organization with \$16.6 billion in annual revenue and 25,000 employees.
- Director at a global real estate organization with \$10.3 billion in annual revenue and 53,000 employees.
- Chief information officer at a North American financial services organization.
- Fifty-five survey respondents with experience using VCF 9.

Interviewees and survey respondents described operating increasingly complex infrastructure environments that relied on fragmented management tools, siloed operational teams, aging hardware platforms, manual provisioning processes, and disconnected security controls. As infrastructure footprints expanded, their organizations faced growing challenges related to operational efficiency, scalability, governance, lifecycle management, and infrastructure delivery.

VCF 9 enabled interviewees' and survey respondents' organizations to modernize their infrastructure foundations by unifying compute, storage, networking, security, lifecycle management, and capabilities into a single cloud operating model. As a core component of VCF 9, VCF Operations provides capabilities spanning infrastructure operations, lifecycle management, and security operations. Interviewees and survey respondents reported improvements in provisioning speed, operational consistency, resource utilization, security posture, infrastructure management efficiency, and organizational agility. The platform helped their organizations move from reactive infrastructure operations to standardized, automated private cloud environments with centralized fleet management that were better positioned to support future business growth, hybrid cloud initiatives, and emerging AI workloads.

VMware Cloud Foundation Operations

VMware Cloud Foundation Operations is a component of the VMware Cloud Foundation platform, delivering capabilities for continuous performance optimization, lifecycle management, cost and capacity planning, troubleshooting, and integrated security operations across containers and virtual machines. VCF 9 is a private-cloud platform that combines compute, storage, networking, security, and management into a single system. It provides an AI- and Kubernetes-native platform that gives organizations across industries a path to deploying AI.

90%

Eliminated third-party tool costs following consolidation onto VCF 9

70%

Faster lifecycle operations to reduce maintenance windows

33%

Reduction in infrastructure operations effort

Investment Drivers For Infrastructure Modernization

The interviewees' and survey respondents' organizations adopted VCF 9 to modernize aging infrastructure environments and improve operational efficiency. Common challenges included:

- **Fragmented infrastructure increased operational complexity.** Organizations managed separate tools for compute, storage, networking, security, backup, disaster recovery, and monitoring. These disconnected environments required significant administrative effort and created operational silos that slowed delivery and increased management overhead.
- **Manual infrastructure operations limited scalability.** Provisioning, patching, lifecycle management, and network changes often depended on manual processes and cross-functional coordination. Interviewees and survey respondents reported difficulty maintaining operational consistency while supporting business growth and expanding infrastructure demands.
- **Organizations required a secure and scalable private cloud platform.** Fragmented visibility, hardware refresh cycles, infrastructure growth, compliance requirements, and modernization initiatives created demand for a unified platform capable of simplifying operations while improving governance, resilience, and security.

“Before VCF 9, we were managing a patchwork of tools and processes that didn’t integrate well. It created delays, added complexity, and made it harder to operate consistently across environments.”

Chief information officer, financial services

“Configuration drift was a constant challenge in fragmented environments. Standardized management with VCF Operations has improved consistency and reduced the effort required to maintain infrastructure at scale.”

Director, real estate

50%

Reduction in tool sprawl yielding savings through software consolidation and lower vendor management costs, as cited by the director at a real estate organization

Solution Requirements

The interviewees' and survey respondents' organizations searched for a solution that could:

- **Unify fragmented infrastructure into a single, integrated platform.** Interviewees' and survey respondents' organizations sought to replace siloed point tools across compute, networking, storage, and security with a more cohesive approach. They needed a solution that could simplify operations while improving consistency across environments.
- **Enable fleet management and reduce reliance on manual processes.** Their teams required capabilities to streamline provisioning, configuration, and lifecycle management. Reducing manual effort was critical to improving speed, scalability, and operational efficiency.
- **Standardize operations across environments.** Interviewees and survey respondents noted their organizations wanted a consistent operating model that could be applied across on-premises and public cloud environments. This included enforcing best practices, reducing variability, and improving governance and control.
- **Simplify lifecycle management and ongoing maintenance.** Interviewees and survey respondents looked for a solution that could centralize and streamline patching, upgrades, and infrastructure updates. They needed to reduce the complexity and coordination required to maintain systems over time.
- **Improve visibility, resiliency, and security posture.** Interviewees' and survey respondents' organizations required stronger insight into infrastructure performance and risks, along with built-in capabilities to support compliance and resilience. This included better ability to manage outages, enforce policies, and protect critical workloads.

"The biggest value is the ability to deliver infrastructure quickly and consistently without being slowed down by manual processes."

Vice president of platform cloud, telecommunications

"Lifecycle operations improved across the board. Patching, upgrades, compliance checks, cluster expansion, and remediation activities are all significantly faster because we have identified templates and automated processes throughout the environment."

Director of architecture and infrastructure, insurance

Key Results For Infrastructure Operations Modernization

The results of the investment for the interviewees' and survey respondents' organizations include:

Building and deploying private cloud operations on-premises. Interviewees and survey respondents modernized legacy infrastructure and accelerated delivery of private cloud services:

- **Reduced infrastructure delivery times by more than 80%.** The director of architecture and infrastructure at an insurance organization explained that before VCF, building and provisioning infrastructure required multiple manual processes across teams and platforms. Following deployment, delivery times decreased substantially. As the interviewee stated: "Before, [delivery speed was] five to seven days. After, [it was] a few hours. Improvement [was] more than 80%."
- **Established a scalable private cloud foundation for future workloads.** Interviewees and survey respondents consolidated compute, storage, networking, and security into a unified platform that provides greater consistency and operational control.

The vice president of platform cloud in telecommunications framed consolidation as a core objective of their platform strategy, emphasizing better workload placement and more efficient use of infrastructure across a large, distributed environment. In that context, improved utilization was not only about lowering capacity footprint but also about delaying or avoiding incremental infrastructure investments while supporting hybrid and multi-environment fleet operations.

“We’re patching very aggressively versus before. When there’s a vulnerability, the infrastructure team just kicks off the patching process instead of spending significant time coordinating and preparing everything manually.”

CIO, financial services

Optimizing infrastructure and operations. Organizations improved efficiency through fleet management, lifecycle management, and infrastructure standardization:

- **Accelerated lifecycle operations and reduced operational overhead.** The director of architecture and infrastructure at an insurance organization reported that lifecycle management activities including patching, upgrades, cluster expansion, and compliance operations became approximately 70% faster through centralized lifecycle management and fleet management. The interviewee’s organization also achieved operational efficiency gains of 20% to 30%, allowing staff to focus on strategic initiatives rather than routine administration.
- **Simplified infrastructure operations through a unified operating model.** The vice president of platform cloud at a telecommunications organization overseeing more than 32,000 virtual machines described infrastructure operations modernization as a move away from fragmented storage, networking, and management platforms toward a unified cloud operating model. The interviewee noted, “The biggest value is the ability to deliver infrastructure quickly and consistently without being slowed down by manual processes.” The organization expects ongoing operational efficiencies through fleet management, API-driven management, and lifecycle management.
- **Consolidated tools and reduced complexity.** Interviewees and survey respondents described reducing dependence on multiple infrastructure management tools, backup products, networking platforms, and security solutions while improving visibility, governance, and operational consistency. The director at a real estate organization said they reduced tool sprawl from approximately 30 point solutions to 15 while accelerating provisioning and infrastructure administration. The global head of cloud at a financial services organization tied consolidation to broader platform simplification. In a side-by-side analysis, their organization identified eight to nine tools it could potentially consolidate. It estimated the resulting value at approximately \$2 million to \$3 million through lower direct software costs and reduced operational complexity from managing fewer products.

“Patching that once required weeks can now be completed in a matter of days. The platform has accelerated remediation, maintenance, and lifecycle operations while reducing operational risk.”

Vice president, telecommunications

Extending the data center to edge, public, and sovereign clouds. Interviewees and survey respondents established a consistent operational model capable of supporting workloads wherever business requirements dictate:

- **Enabled greater hybrid-cloud flexibility and workload mobility.** Interviewees and survey respondents described VCF as helping create a consistent operating framework across private cloud and public cloud environments. The chief information officer in financial services described that VCF changed their capacity efficiency at scale by enabling them to collapse their environment and reduce their estimated hardware by between 25% and 50%. In that same environment, improved infrastructure utilization resulted from consolidating workloads that had previously run in separate environments.
- **Prepared organizations for distributed infrastructure growth.** Interviewees and survey respondents cited hybrid cloud, edge deployments, private AI, and workload portability as among the key strategic reasons for adopting VCF 9. Rather than modernizing only their core data centers, organizations viewed VCF 9 as a foundation capable of extending infrastructure services across private cloud, certified cloud services, disaster recovery sites, and future distributed environments.

“VCF 9 offered full-stack integration, strong lifecycle automation, NSX-based security, and simplified operations. That’s why it became the foundation of our long-term private cloud strategy.”

Director of architecture and infrastructure, insurance

 TOTAL ECONOMIC IMPACT ANALYSIS

For more information, download the full study: ["The Total Economic Impact™ Of Broadcom VMware Cloud Foundation 9,"](#) a commissioned study conducted by Forrester Consulting on behalf of Broadcom, August 2026.

Study Findings

While the value story above is based on five interviews, Forrester interviewed eight total representatives and surveyed 55 individuals at organizations with experience using VCF 9 and combined the results into a three-year financial analysis for a composite organization. Risk-adjusted present value (PV) quantified benefits for the composite organization include:

- Between \$3.4 million and \$4.2 million in reduced infrastructure operations effort through automation and fleet management.
- Between \$858,000 and \$1.5 million in reduced network operations effort through faster provisioning and fewer manual interventions.
- Between \$5.6 million and \$6.7 million in reduced storage operations effort through automation and unified management.
- Between \$657,000 and \$1.7 million in reduced business impact of storage downtime.
- Between \$6.0 million and \$13.4 million in reduced infrastructure costs through improved resource utilization and workload consolidation.
- Between \$543,000 and \$1.3 million in eliminated third-party tooling costs through infrastructure and management consolidation.
- Between \$594,000 and \$2.5 million in reduced business impact of unplanned infrastructure-related downtime.
- Up to \$398,000 in reduced financial exposure to material security incidents.
- Up to \$148,000 in reduced compliance and audit effort through automation and centralized control management.
- Up to \$618,000 in reduced vulnerability remediation effort through improved efficiency and automation.

31% to 137%

Projected return on investment (ROI)

\$20,018,185 to \$36,069,048

Projected benefits present value (PV)

\$4,788,948 to \$20,839,811

Projected net present value (PNPV)

Appendixes

APPENDIX A

Endnotes

¹ Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists solution providers in communicating their value proposition to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of business and technology initiatives to both senior management and other key stakeholders.

Disclosures

Readers should be aware of the following:

This study is commissioned by Broadcom and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.

Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the study to determine the appropriateness of an investment in VCF 9. For any interactive functionality, the intent is for the questions to solicit inputs specific to a prospect's business. Forrester believes that this analysis is representative of what companies may achieve with VCF 9 based on the inputs provided and any assumptions made. Forrester does not endorse Broadcom or its offerings. Although great care has been taken to ensure the accuracy and completeness of this model, Broadcom and Forrester Research are unable to accept any legal responsibility for any actions taken on the basis of the information contained herein. The interactive tool is provided 'AS IS,' and Forrester and Broadcom make no warranties of any kind.

Broadcom reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.

Broadcom provided the customer names for the interviews but did not participate in the interviews.

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