Mitel Accelerates Time to Market with Google Cloud VMware Engine

Headquartered in Canada, Mitel is a global provider of UCaaS and telecommunications services, serving 70 million business users across 100 countries.

Industry
Telecom

Headquarters
Ottawa, Ontario, Canada

VMware footprint
Google Cloud VMware® Engine
VMware vSphere®
VMware NSX-T™
VMware vCenter®
VMware vSAN™
VMware HCX®

Telecommunications companies often struggle to manage sprawling IT environments and vast amounts of siloed data. In response, many turn to cloud computing to provide their commercial and household customers with more scalable and reliable unified-communications-as-a-service (UCaaS) offerings.

Core mission: Innovation

Mitel is a global provider of UCaaS solutions with more than 45 years of telecommunications leadership, 70 million business users in more than 100 countries, and a commitment to constantly refining its delivery model. Innovation is at the core of its mission, yet its on-premises IT environment prevented Mitel from growing and achieving its service goals. The company faced mounting application complexity, service gaps, and customer complaints.

Mitel needed to consolidate the management and operations of product lines it acquired through acquisitions, shift focus from infrastructure support to creating differentiation with core products, and improve customer service and scale economies to improve reliability across products and reduce customer churn.

"Our challenges came down to the four S's: stability, scale, SLA and security," says Rick Cirigliano, senior vice president of cloud operations at Mitel. "We had 30 data centers around the world, high OpEx and CapEx, and longer lead times to bring innovations to market. We started looking into cloud services to overcome these issues, outsource non-core competency activities, and leverage more advanced IT infrastructure and services."

Mitel chose to work with Google Cloud to modernize its data centers and overhaul its IT and data infrastructure to capitalize on microservices, automation, and advanced technical tooling.

Lifting and shifting to Google Cloud

Mitel had a range of requirements to help ensure zero service disruption throughout its cloud migration—a migration that included efficiently lifting and shifting data centers and capitalizing on mesh network connectivity across Google geographies. The telco also planned to use *Google Kubernetes Engine* for microservices and adopt an infrastructure that properly reflected its continuity of operations plan.

After meetings with Google Cloud, the decision to standardize on *Google Cloud VMware Engine* and *Google Compute Engine* became clear.

"We wanted to leverage all the Google Cloud services, including VM snapshots, operations suite, Google Cloud Storage, disaster recovery, and more," says Cirigliano. "Google Cloud VMware Engine and Compute Engine presented an integrated approach to the non-production and production environment migrations we hoped to complete. It promised to unify our on-premises and cloud workloads."

The Google Cloud team outlined an ideal migration scenario for Mitel, which included consolidation, standardization and automation. "We were able to significantly expedite our global migration timeline, regardless of the required use case, moving up to 200 virtual machines (VMs) a week," says Cirigliano.

Higher revenues and a faster time to market

Migrating VMware workloads to Google Cloud instantly improved infrastructure reliability by standardizing systems across locations and unlocking native Google Cloud services. Mitel uses the Google Cloud operations suite to improve monitoring performance. It also uses Google Cloud Storage, including backup services, to support proactive, preventative strategies to improve IT operations, minimizing reactive approaches to addressing IT challenges.

"Our Google Cloud VMware Engine migration translated to faster time to market and higher revenues," says Cirigliano. "We can also scale to support more work and have quadrupled our monthly completed units of work."

In addition, Mitel has seen a marked decrease in its IT operating expenses. And by integrating Google Machine Learning via its Unified AI Platform, Mitel also automated responses to customer inquiries, reducing response times by 85 percent. Segregating the platform from the infrastructure and enhancing monitoring and automation have resulted in better disruption resolution and service restoration.

The UCaaS market requires exceptional SLA compliance and security. With Google Cloud supported by Google Cloud VMware Engine, Mitel has achieved more consistent SLA compliance while strengthening security and regulatory compliance across its complex network of services and geographies.

"Our collaboration with Google Cloud positions us well to extend the scope and the reach of our cloud," says Cirigliano. "We are a global communications and collaboration company with a vision to continuously innovate. We've now become a true one-stop shop for UCaaS solutions."

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Rick Cirigliano, SVP of Cloud Operations, Mitel

Next steps

Mitel is now looking to use Google Cloud along with Google Cloud VMware Engine, a *VMware Cloud™ Verified* solution, to enhance services even further. This includes tapping into ways in which Google Cloud can support zero-downtime maintenance to eliminate customer service disruptions when Mitel needs to work on its internal systems.

Having achieved more proactive IT monitoring, Mitel is working with Google Cloud to establish additional ways to expedite disaster recovery and better respond to changing customer needs. Plans are also underway to extend Mitel's global cloud footprint into Europe and Australia by migrating an additional 350 VMware workloads onto Google Cloud VMware Engine.

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