



## INDUSTRY

Healthcare

## LOCATION

Dublin, Ohio

## KEY CHALLENGES

- Rapid growth, including international expansion, simultaneous acquisitions, and new product launches
- Replace data center server sprawl with a more efficient, scalable, stable, and adaptive infrastructure
- Improve visibility to identify inefficiencies

## SOLUTION

Cardinal Health relies upon their VMware TAM to drive strategic plans and implementation, support the Shared Services IT department and provide for existing and future growth so the business can better service its customers and their patients.

## BUSINESS BENEFITS

- A strategic, business-driven roadmap for IT infrastructure evolution and investment
- Smoother new technology roll-outs with fewer impacts on existing infrastructure
- A data center infrastructure that is more efficient, responsive, and adaptive
- Faster time to value

## Cardinal Health's Shared Services IT Increases Efficiencies with Help from VMware's Technical Account Manager, Improving Customer Access to Growing Healthcare Services

Cardinal Health teamed with VMware Professional Services—including Technical Account Manager (TAM) Services—to provide roadmap strategies and assist in achieving business objectives. Their TAM continues to be instrumental in defining the building blocks of their software-defined infrastructure, advancing their journey to the Software-Defined Data Center (SDDC), and identifying use cases to better serve its growing customers and focus more resources on improving patient care.

Cardinal Health is an essential link in the global healthcare supply chain and a leader in improving the cost-effectiveness of healthcare. The company provides pharmaceuticals, medical products, and services to more than 100,000 pharmacies, hospitals, surgical centers, labs, and physician offices daily, and is expanding into home healthcare supply. They also operate the largest US network of radiopharmacies that dispense products to aid in the early diagnosis and treatment of disease. Headquartered in Dublin, Ohio, the company employs nearly 35,000 people worldwide and ranks number 26 in the Fortune 500.

### The Challenge

Cardinal Health is changing the economics of healthcare by integrating the medical products supply chain end-to-end, from the manufacturing line to the patient. The company leverages global distribution networks and comprehensive management services to expedite delivery, increase efficiency, reduce costs, and improve care. IT research firm Gartner rates Cardinal Health number one in its healthcare supply chain rankings.

In its quest for scale and efficiency, Cardinal Health pursues an aggressive program of geographic expansion and acquisition. In 2015 alone, the company completed two acquisitions, announced a third, launched one new strategic partnership, and introduced its own new line of wound therapy devices.

The company's sustained growth and rapid-fire mergers put tremendous pressure on its IT organization, particularly in its data center environment. "We had issues with server sprawl and everything that goes with it: space requirements, cooling, power, network cabling, hardware and leasing costs," recalls Brandon Wagoner, Senior Server Engineer in Cardinal Health's virtualization and engineering team.

Cardinal Health needed to adopt virtualization technology to consolidate its compute operations. It also need help to develop a strategic roadmap toward an IT environment that was more scalable, efficient, and responsive. "As the business grows, we need to standardize and operationalize the IT environment for the long term," states Joseph Daly, Manager of Virtualization and Engineering. "It needs to be more flexible and adaptive to whatever the business needs next."

***“Our TAM has become an integral part of what we do and how we do it. We leverage both his technical expertise and his business vision. He’s a force multiplier for us.”***

- Brandon Wagoner,  
Senior Server Virtualization Engineer,  
Cardinal Health

## VMWARE FOOTPRINT

- VMware Technical Account Manager (TAM)
- VMware Professional Services
- VMware vSphere Enterprise Plus
- VMware vRealize Suite
- VMware Site Recovery Manager

## The Solution

“As an expanding Shared Services IT organization within Cardinal Health, we continue to partner with VMware for both virtualization technology and VMware Professional Services expertise,” added Daly. “Our customers demand reliable and timely products and services to best serve their patients. Our IT team makes this available, and with VMware’s help is better positioned to support all the ongoing acquisitions and future plans.”

Working together, Cardinal Health’s IT team and their VMware TAM have:

- Consolidated the company’s server footprint to approximately 8,000 VMware vSphere® virtual machines running on 800 physical hosts.
- Deployed VMware vRealize® Automation™ and VMware vRealize Operations™ to streamline server provisioning and integrate virtual infrastructure management.
- Establish a roadmap to a software-defined infrastructure by extending virtualization beyond compute to network and storage.
- Become more agile and provided faster time to market solutions. Through their SDDC environment, they expect to also offer self-serve services to better support the company’s growing needs.

“We’ve had a VMware TAM for about eight years, and we’re utilizing his expertise more and more every day,” Wagoner says. “He’s a force multiplier for us. From strategy to business objectives to technology roadmaps, he’s our focal point for support and issue resolution. “He helps us leverage VMware products and services to get full value from them.”

## Business Results and Benefits

Cardinal Health’s VMware TAM has helped the company create a more compact data center environment that is more scalable, efficient, and reliable. “We rely heavily on the core VMware data center virtualization products,” Wagoner says. “Primarily vSphere for server virtualization and VMware Site Recovery Manager™ for business continuity. VMware Professional Services have really helped us leverage the efficiencies of the hypervisor to consolidate our physical footprint in a more stable and resilient platform. That’s really valuable, particularly for the applications that don’t have that availability built in. VMware Professional Services helped us jumpstart the technology implementation through direct knowledge transfer.”

Cardinal’s TAM has also helped the company accelerate time to value through automation and centralized management. “We’ve recently started to roll out vRealize Operations into our environment, adding a layer of visibility into our highest service class applications,” Wagoner says. “Now the application owners have dashboards that provide greater visibility into the underlying infrastructure that determines performance. We’ve also implemented vRealize Automation for server provisioning, replacing manual processes and scripted methods. It’s made the provisioning process faster, more consistent, more reliable, and more repeatable. Our TAM helped us achieve both those goals.”

Their TAM has also helped the company chart its path toward a Software-Defined Infrastructure. “Our TAM has helped us match VMware products to our business objectives and prioritize the investments, because there’s more than one path to that hybrid cloud,” Wagoner says. “He’s helping us find the one that makes sense for us and build the business case around it. By evolving to a software-defined infrastructure for its data center, we can drive down time to market, improve efficiencies, and make better use of our skilled personnel.”

## Looking Ahead

Wagoner expects that both VMware technology and the company's VMware TAM will be center stage as Cardinal Health continues its journey toward the software-defined infrastructure. In addition, they are exploring the benefits of a hybrid cloud environment. "Some of the products we're looking at bringing in to complete the value picture include VMware Virtual SAN™, VMware NSX®, and we're starting to see some use cases for VMware vCloud® Air™ as well. As these needs develop, there will certainly be professional services and education requirements, and our TAM will absolutely be part of that picture," added Wagoner.

