VIRTUAL TECH GURUS

VTG MANAGED SERVICES

A CASE STUDY

OVERVIEW

Virtual Tech Gurus employs current and proprietary technologies and processes to help clients design, implement and manage data center solutions aligning to business priorities, improving IT service management and enabling high performance.

Top companies increasingly position information technology (IT) as a strategic asset. They recognize that delivering discrete technology components is no longer the optimal way to generate business value. Instead, these leaders opt to manage their IT operations as an integrated, service-oriented business. In this paradigm, keeping costs low is an imperative. So is aligning IT investments with overarching business imperatives.

The shift from IT delivery to IT service management has significant consequences for data center environments, the heart of any IT capability. With the transition to service management comes the need for greater IT flexibility, server and storage utilization, and cost variability. Maturing technologies in the areas of virtualization, service provisioning and automation help address these new requirements and enable the development of data centers that are agiler than ever before. New sourcing models, as well as the emergence of cloud computing as a viable and secure platform for IT service delivery, could potentially deliver even faster, more responsive and more cost-effective data center capabilities.

Despite advances in data center technologies and management approaches, many organizations struggle to create an optimized IT service environment. The proliferation of data to be managed makes the need for better storage, server and database solutions readily apparent. Many organizations lack the necessary resources to untangle and replace their complex and costly legacy infrastructures. Large organizations find it particularly daunting to centralize geographically dispersed data centers and efficiently manage multiple sourcing providers.

Most organizations understand the value of optimizing their data center environments. They often don't know where or how to begin. VTG can help.

Delivering business-led and service-oriented data center transformation services

VTG's comprehensive range of data center transformation services helps clients potentially reduce their IT complexity, improve scalability, and achieve significant gains in data center efficiency. Our business-led and service-oriented services satisfy specific IT delivery needs and, at the same time, could generate outcomes aligned to defined business priorities.

OVERVIEW

Data center optimization

Data center enhancement helps clients deliver more efficient and cost-effective data center services to business users while improving service availability.

We help clients develop a data center capability that can scale server availability as needed, significantly enhance storage capabilities, provide the business case to secure funding, and execute the data center migration. The potential benefits include a 30-50 percent reduction across facilities, real estate, IT support, maintenance and resource costs.

Data center automation

Data center automation automates the typically manual tasks associated with provisioning, patching, and support of data center services. We help clients analyze business requirements and goals, identify, and automate solutions to, commonly known problems associated with the provisioning and management of data center services, construct a supporting business case, develop migration plans, execute part or all of the operational migrations as well as standardize and consolidate underlying infrastructure technologies. The potential benefits include up to 100 percent reduction in manual labor, reduced production support and maintenance costs, automated and enhanced reporting of compliance and configuration, faster delivery and improved quality of data center services to end users.

Hybrid cloud

Private cloud implementation builds Infrastructure-as-a-Service (IaaS) cloud computing solutions aligned to a service catalog with optional service assurance definitions and metering and billing. The IaaS is ready to host both Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS) private cloud offerings and can integrate with AWS, Microsoft Azure or any other cloud service to provide a hybrid cloud. The potential benefits include up to a 30 percent reduction in server and storage footprint, faster delivery of services, and improved user empowerment through self-service.

Transformation Delivered

VTG Fluid™ Transformation Services could transform the data center to operate more efficiently, reduce physical footprint, and provide data center services in a flexible manner to meet fluctuations in business demand.

These services could potentially deliver up to 50 percent reduction in server Total Cost of Ownership (TCO), up to 55 percent reduction in storage TCO, and up to 30 percent reduction in delivery costs—all while reducing provisioning times from days to minutes.

Why VTG?

VTG is uniquely positioned to help clients achieve high performance with data center services. We can offer:

• Extensive knowledge and experience.
We have delivered data center transformation services hundreds client organizations around the world. We blend our technology experience with insights to help clients make informed decisions and mitigate the risks related virtualization and optimization.

• Vendor independence.
We have strong relationships with technology providers who work with us to bring market-leading data center Solutions to the marketplace. Our ability to work across technologies eliminates the problem of vendor "lock-in" and enables us to suggest technology solutions that meet our clients' specified needs.

• A holistic approach.
We focus on delivering the infrastructure technologies, as well as the supporting operational processes and tools, required to enable high performance.

• A business focus.
We are committed to providing service-oriented solutions that generate measurable business results.

• A robust set of delivery assets.
We offer field-tested tools, methodologies, and practices, as well as a host of custom and pre-built solutions.

• Fast results.
Depending on scope, usually within just four to nine weeks, VTG can help clients reasonably reduce the cost and complexity of their data center infrastructures— without compromising service quality and performance.

• Scalable sourcing models.
We recommend—and then deploy—diverse vendor models to scale the data center infrastructure to keep up with business growth and the ever-increasing demand for IT services.

CASE STUDY

Balfour - Managed Services

In 2014, Balfour, a leading provider of class and championship rings, school yearbooks, and apparel realized the need for a partner to manage the day-to-day needs.

Since 1943, Balfour has been producing championship rings for professional, collegiate, and high school athletes. The San Francisco 49ers, New York Rangers and the New York Yankees have all chosen Balfour rings to symbolize their Super Bowl, Stanley Cup, and World Series victories.

Challenge

For timely delivery, the company must keep a well-defined production schedule and requires customer orders up to nine months before delivery. The online system is always available. Infrastructure issues were causing outages. Balfour needed to reduce the cost of IT maintenance and as well as stabilize their workforce to reduce costly employee turnover.

Balfour reached out to Virtual Technology Gurus (VTG) to work toward a more strategic solution for their infrastructure and staffing needs.

SOLUTION

- Flexible infrastructure

- Lower total cost of ownership

- Seamless migration of 750 servers in five weeks

- Faster migration 30% faster than conventional methods

- All VMs configurations validated with 25-point health

- Cost optimization that keeps the IT budget in line

- check while still retaining top-tier talent

- Improved environment

- Minimal downtime – 40% less than conventional migration methods

RESULTS

The Balfour IT team is now able to manage their business needs more effectively while the VTG team ensure the infrastructure is updated and stable. With the VTG team in place, there was a significant reduction of downtime and considerably fewer outages with the new infrastructure.

Balfour expressed these specific benefits from their partnership with VTG Managed Services:

- Strategic planning so that the IT department can focus on what is coming, rather than in a reactionary mode

- The ability to quickly ramp up and down based on seasonal demands rather than paying for peak demand resources at all times

- Deeper resource pool to tap into for needs and challenges

- Cost structure that is fair and makes sense