xtravirt

Case study
Telecommunications

Automated solution drives telco provider's expansion into new markets

New self-service cloud solution, accredited for UK government use, expands services capability for leading global telco provider and sets blueprint for the future

vodafone

The customer

In an increasingly connected world, this UK-based provider of mobile telecommunications has become one of the most valuable brands across the globe. With operations in around 30 countries and partner networks in over 50 more, this business serves more than 400 million customers around the world.

The challenge

Due to continued growth and expansion into new markets, the customer was seeking to streamline existing IT functions and offer a new services capability to UK government departments within an accredited cloud solution. The challenge was to deliver a robust infrastructure upon which an automation and orchestration platform could be tailored to provide a fully-automated, self-service solution that would scale on demand as the service grew.

The solution

Xtravirt was engaged to architect and project manage the rollout of a self-service cloud IaaS solution, including virtual infrastructure, orchestration and automation. Following the validation of a recently commissioned infrastructure, Xtravirt then began designing

and building a highly customisable and fully integrated platform based on the customer's requirements to leverage best-of-market leading technology, including VMware vRealize Automation and vRealize Orchestrator (formerly vCloud Automation Center and vCenter Orchestrator).

A key requirement was that the end user's journey and experience should be intuitive and responsive, underpinned by a service request-based solution in which new customers could self-provision their own cloud infrastructure. Self-provisioning was made completely available to the end user, from the creation of new tenants to the end-to-end support of the virtual infrastructure .

In addition, Xtravirt also integrated existing management platforms, including those running functions such as billing and configuration management. At each stage the complexities and risks were managed by a comprehensive testing process. As testing cycles were completed, tight project and release management processed and governed change requests for iterative new features and enhancements.

The completed solution was a fully automated, accredited, platform for UK government use, expanding the portfolio of services offered by this mobile telecommunications provider and forming the blueprint for future services.

Project at a glance

Requirements

- Robust infrastructure for an automation and orchestration platform
- Solution required to be accredited for UK government use
- Extensibility in order to provide future in-house customisation

Solution

- Fully customised VMware vRealize Automation (vCAC) and vRealize Orchestrator (vCO) solution, including plugins and APIs for third-party systems, as well as comprehensive error handling
- Solution upgrade roadmap defined for long term support and scalability

Results

- A fully process-mapped solution ensuring best end-to-end customer experience
- Elasticity and scalability with ability to replicate worldwide

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Consultant commentary

"Projects such as this one demonstrate Xtravirt's ability to understand complex customer requirements for an end product, and translate these into successful delivery of a seamless cloud platform. Delivering state of the art solutions that help customers accelerate their business growth is a key area where Xtravirt specialism in cloud consulting adds significant value."

Jonathon Medd, Senior Consultant, Xtravirt

About Xtravirt

Xtravirt is a leading, independent provider of enterprise virtualisation solutions. We deliver data centre, workspace and cloud transformational solutions to clients across public and private sectors, both in the UK and internationally.

Our consulting organisation is recognised globally for contributions to industry and community development which, combined with our astute management, methodology and proven track record, provide unsurpassed value to our customers.

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