



## Virtualization Services for a European IT Services Giant

### Client Profile

The client is one of the leading IT services, business consulting, business process outsourcing and facilities management services companies in the UK. The company provides operational, management and consulting expertise to diverse industries. It caters to both public and private sector.

### Client Context

The customer was looking to offshore managed virtualized services for the first time. As a result, it was important to clearly define roles and responsibilities in order to make sure that there high quality service levels could be achieved.

The customer needed a partner to help manage their virtualized infrastructure as well as other activities focused around the smooth operation of the infrastructure. This primarily included the management of the VMware host service management, VMware guest O/S management, VMware virtual center management, and overall performance monitoring and management and reporting services

### Microland Approach

At the beginning of the engagement, Microland very clearly defined the precise areas of responsibility for both service provider and customer.

Microland manages all the activities that can be managed from offshore. This includes allocation and management of the storage space, as well as monitoring of the controller services.

For the VMware guest O/S management, Microland creates virtual machines, and monitors the guest machine from offshore.

All on-site activities such as license and inventory management are handled by an on-site team, while the customer has chosen to keep certain activities as their own responsibility.

In case of a hardware failure, for instance, the responsibility of the phone call that would have to be made to the hardware vendor was clearly identified.

### Key Deliverables

#### VMware Host Service Management

- Manage and monitor the ESX host service management
- Allocate storage space to the VMware Host machine based on the storage space availability (SAN)
- Manage and monitor the Network teaming option through MUI (Management User Interface) based on the Physical hardware availability.
- Manage the http/Network/Storage controller services through VMware kernel of ESX server

#### VMware Host Service Management

- Creating Virtual machine
- Monitoring the Guest machine based on the Client request
- Adding/modifying the VMguest hardware configuration
- Cloning the VMware guest
- Guest O/S (Windows/UNIX) machine patch/Antivirus update
- VMguest movement from one VMhost to another VMhost via Vmotion

#### VMware Virtual Center Management

- Manage the VM Virtual server services
- Creating Guest O/S template

### Benefits

The client was able to offshore virtualized infrastructure for the first time quite successfully. The SLA compliance for the Virtualization support has been greater than 97% for the past six months.