



INDUSTRY

Knowledge Process Outsourcing

EMPLOYEES

2,600

IN BRIEF

SOLUTION

Evalueserve consolidated datacenters and dramatically reduced datacenter footprint with VMware vSphere. VMware View enabled increased flexibility and significant savings in desktop costs.

BUSINESS BENEFITS

- Achieved a server consolidation ratio of 27.5:1
- Consolidated 4 datacenters to 2
- Reduced provisioning time from 2-4 weeks to 2 hours
- Reduced desktop provisioning time from 4 hours to 15 minutes
- Reduced management time by 50 %
- Reduced power and cooling costs by 60% for servers and 20% for desktops
- Saved 400 hours of IT administrative time over one year.

WEBSITE

www.evalueserve.com



Evalueserve Delivers Superior Service to Clients with VMware vSphere and View

VMware helped Evalueserve create a scalable, easy-to-manage infrastructure for server and desktop environment, while lowering operating costs

Evalueserve is a global specialist in knowledge processes with a team of more than 2,600 professionals worldwide. Evalueserve leverages proven methodologies and proprietary technologies, enhancing productivity and capabilities to give their clients an edge in the market.

Evalueserve's knowledge solutions include customized research and analytics services for leading companies worldwide. Clients benefit from higher productivity, improved quality, and better access to knowledge and information from across their organization allowing the company to focus on gaining new capabilities and freeing up management time.

Challenges

Evalueserve's business model involves providing a variety of services to clients while delivering the highest possible levels of security and availability. As Evalueserve's reputation as one of the leading KPO providers in the world grew, so did the number of employees and resources required to service the needs of these customers. With four datacenters spread across India, catering to the growing demands of both employees and clients, and managing the datacenters was proving to be challenging.

The IT infrastructure had 150 IBM servers spread across the four datacenters. These servers hosted a number of Evalueserve's critical applications, which included Exchange, SQL Server, File servers, Domain controllers, and Telecom servers. They also hosted client-specific applications.

Evalueserve's reputation as the leading KPO provider strongly relies on the agility in being able to respond to the evolving needs of customers and the environment. IT plays a crucial role in enabling this agility, providing support and infrastructure for new client projects. Consequently, any delay in procuring or allocating new servers and resources for client projects severely impacts operations and customer deliverables.

Managing desktops at Evalueserve's offices was also a challenging task. With over 2600 employees in India who often travelled to client offices as well as between teams, managing their desktops was a time consuming activity for an already busy IT team.

As Evalueserve is obligated to adhere to strict security standards for their client's data, desktop audits were frequently conducted to ensure the integrity of individual desktops to ensure that there was no possibility of client data being compromised. Unfortunately, this was an extremely resource intensive process that took the IT team several hours a month to manage.

Consequently, Sachin Jain, CIO of Evalueserve, was given the task of finding a solution to address the manageability, scalability, and security of Evalueserve's servers and desktops. Fortunately, Sachin had just the right solution in mind.

Analysis Comes Naturally to Evalueserve Personnel

To address their challenges, Sachin and his team evaluated a number of solutions. Multiple vendors were evaluated on a number of criteria to determine if they would be able to meet the exacting standards of a company that prides itself on the highest level of service to its clients.

VMWARE CASE STUDY

“The VMware implementation has simplified the life of the datacenter team. VMware View enables the team to accelerate desktop provisioning and automate auditing, saving us over 400 hours of IT administrative time in a year. Lower cost of ownership, higher uptime, and centralized management with added flexibility are some of the other areas where we’ve gained.”

Sachin Jain,
CIO Evalueserve

APPLICATIONS VIRTUALIZED

- Domain Controller
- Microsoft Exchange 2010 (only Client Access Server and HUB servers)
- Microsoft Office Communicator 2007
- SCOM (Monitoring)
- WhatsUP Gold (Monitoring)
- Development, Test and production environment for applications built on Microsoft development platform
- SharePoint
- HP IT Service Management and Asset Management Server
- Print Server
- Internet Proxy Server
- Antivirus Server
- DLP and content filtering
- Blackberry Server
- Telecom servers
- Patch Management Server
- File Server
- Databases- MS SQL 2008

VMWARE PRODUCTS

- vSphere 5.0 Update 1
- vCenter 5.0
- View Version 5.1.0

After running a month long proof-of-concept from multiple vendors, VMware vSphere and VMware View were narrowed down as the only viable choices. Features such as vMotion, thin provisioning, and high availability were tested extensively with each of Evalueserve's critical applications. VMware View was also thoroughly tested in a number of scenarios to ensure that the IT team would have the best possible solution for their desktop environment.

Enter VMware

With the confidence that Evalueserve gained with VMware, the IT team decided to take a big step and move most of the company's critical applications to the new virtual infrastructure.

Today, Evalueserve's server environment has been consolidated by 96% (from 150+ physical servers to only 44 physical servers). Even more impressive is the fact that 110 of these virtual servers are hosted on only four high performance IBM blade servers, demonstrating the class-leading server consolidation capabilities of vSphere. The remaining 40 physical servers have not been moved to the virtual infrastructure due to regulatory and compliance requirements of clients. Evalueserve has been able to consolidate its four datacenters to two, dramatically increasing operational efficiency as well as manageability. Sachin's team is also confident that, should the needs increase, the VMware solution will allow them easily address the requirements.

With VMware View, the IT teams have made the best of an impending hardware refresh cycle. Rather than upgrade or add new desktops and incur large capital expenses, VMware View was leveraged to deploy virtual desktops for employees throughout the organization. The additional security and manageability of the virtual desktops has allowed the IT team to focus on what it does best – support the business and ensure that clients are provided with the level of service that only Evalueserve can provide.

Benefits

VMware vSphere and View have helped Evalueserve address all its IT challenges, while providing a number of additional benefits.

VDI provides secure and easily manageable environment for employees

VMware View has not only allowed Evalueserve to maintain the highest standards of compliance and security, but has also allowed the IT team to provide employees with flexi-seating. This enables employees to move between offices as well as projects with minimal impact on productivity.

VMware View has also dramatically reduced the time required for the IT team to conduct desktop audits. With the image for each desktop being located at a central location, auditing has become largely automated, saving over 400 hundred man-hours over a year.

Server and Datacenter Consolidation

Virtualization has allowed Evalueserve to consolidate four of its datacenters to two, while increasing manageability, uptime, reliability and reducing capital and operating expenditures. With 110 servers consolidated on four IBM blade servers with an unprecedented consolidation ratio of 27.5:1, Evalueserve has also seen dramatic success in containing server sprawl.

Cost Savings

With two datacenters now, Sachin notes that power and cooling costs were reduced dramatically. Over 60% savings were realized over the course of a year for the server environment and 20% for the VDI environment.

Reduced Provisioning Time

VMware has enabled Evalueserve to rapidly address evolving business needs. Sachin says, “The nature of our business is very dynamic. There are times when projects have to be rolled out immediately after signing on a new client. Procuring new servers for clients would often take 3-4 weeks. Virtualization has allowed us to dramatically reduce procurement and deployment time.”

VMware View allows the IT team to deploy a new desktop in a matter of minutes as compared to four hours for physical desktops.

Improved Manageability

Centralized management via VMware vCenter has greatly simplified the management of Evalueserve's IT infrastructure.

VMWARE CASE STUDY

DEPLOYMENT ENVIRONMENT

- vSphere on IBM Blade servers

PLATFORM

- Windows 2008 Server, Windows 7 for desktops

Next Steps

Going forward, the IT team at Evalueserve has instituted a “virtualization first” policy for all new servers provisioned into their IT environment. They are evaluating VMware vCenter Operations Management Suite for automating the configuration management across virtual server and desktop environments. They are also exploring to build their own private cloud with VMware vCloud Suite.



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