VCE THE VIRTUAL COMPUTING ENVIRONMENT COMPANY

SERVICE PROVIDER INTRODUCES HIGH-AVAILABILITY PRIVATE CLOUD SERVICE

SunGard Availability Services delivers Enterprise Cloud Services on Vblock Infrastructure Platforms from VCE

Executive Summary
SunGard Availability Services
Service Provider
Wayne, Pennsylvania
More than 3,000 Employees Worldwide

Challenge
Build a high-availability cloud service

Launch service quickly

Minimize operational costs

Solution
Implemented Vblock 1 infrastructure platform

Integrated Vblock infrastructure platforms with customers' on-premise application servers

Results
Launched production service 10 weeks after receiving platform

Accelerated time to provision a customer from four weeks to one

Reduced energy consumption by 25 percent

Challenge
A business unit of SunGard, SunGard Availability Services provides disaster recovery services, managed IT services, information availability consulting services, and business continuity management software to more than 10,000 customers in North America and Europe. With five million square feet of datacenter and operations space, SunGard Availability Services differentiates its cloud services by offering service-level agreements (SLAs) for application and infrastructure availability.

"When a customer's application is down, the business is down, so customers count on us to get the application back up and running very quickly," says Indu Kodukula, executive vice president and chief technology officer, SunGard Availability Services.

"Compared to the other architecture we evaluated, Vblock required 30 percent less engineering time for service introduction. The first customer began using our Enterprise Cloud Services just 10 weeks after we received shipment of Vblock infrastructure platforms."

- *Dave Colesante*
  Senior Vice President
  SunGard Availability Services

"We want to devote our IT resources to developing innovative automation tools for high-availability services, not building out infrastructure. The pre-integrated Vblock architecture from VMware, Cisco, and EMC relieves our staff from having to make different vendors' solutions work together"

- *Indu Kodukula*
  Executive Vice President and
  Chief Technology Officer
  SunGard Availability Services

In 2009, SunGard Availability Services decided to build a cloud service targeting customers with very high availability needs. Traditionally, customers whose applications fail must retrieve backup tapes from offsite storage and then drive to the service provider's datacenter to restore the applications. In the meantime, the business might be down for hours. SunGard recognized a need for a cloud service enabling customers to restore application data from a Web portal.

SunGard knew its choice of platform would affect time to market as well as ongoing operations. Main platform criteria included ease of deployment and management, reliability, and use of open standards so that customers could restore data from backup servers in any location.

Solution

After extensively evaluating three architectures for the high-availability cloud service, SunGard chose a Vblock 1 architecture from VCE, formed by Cisco, EMC, and VMware. SunGard's Vblock 1 infrastructure platform includes a pre-integrated Cisco Unified Computing System (UCS), Cisco Nexus 1000V software switch, Cisco Multilayer Director Switch (MDS) 9516, EMC CLARiiON storage with RSA security, and the VMware vSphere platform.

The SunGard IT team tested Vblock infrastructure platforms extensively before finalizing its decision.

"We compared Vblock against two other architectures, spending 60 days evaluating 103 parameters related to performance, application support, vendor support, operational implications, speed of introducing innovations, and space and power efficiency," says Kodukula. Pre-integration and testing of Vblock infrastructure platforms emerged as major advantages. "We want to devote our IT resources to developing innovative automation tools for high-availability services, not building out infrastructure," Kodukula says. "The pre-integrated Vblock architecture from Cisco, EMC, and VMware relieves our staff from having to make different vendors' solutions work together."

Another factor influencing SunGard's decision to use Vblock infrastructure platforms as the high level of support from the VCE Services team.

"Cisco, EMC, and VMware simplified support when they created VCE" says Dave Colesante, senior vice president for SunGard Availability Services.

In addition, SunGard valued the joint technology roadmap from VCE because it will enable the company to plan and market new managed service offerings sooner, sustaining and increasing its market leadership.

To make certain the platform would be ready in time for the service launch, SunGard engaged Cisco Services to provide planning, design, and implementation services, as well as Vblock staging and testing.

"They understood our business goals, and worked side-by-side with our engineering teams to meet our aggressive product launch schedule," says Nik Weidenbacher, product engineering director at SunGard Availability Services. "As part of the engagement we received step-by-step operational instructions tailored for our environment."

Results

Responsive to Customer Business Needs

SunGard's Enterprise Cloud Service, built atop Vblock 1 infrastructure platforms provides Infrastructure as a Service (IaaS), with multiple layers of data protection for application availability. The service has become popular with enterprise customers that need high availability and are attracted to the economics of dynamically adjusting storage, compute, and networking resources as business requirements change, paying only for what they need.

By making it easy for customers to provision infrastructure for short periods, Vblock infrastructure platforms enable SunGard customers to take advantage of business opportunities that require fast action.

"With the SunGard Enterprise Cloud Services based on Vblock, a customer investigating whether to pursue a project can easily limit the expenditure to a specified amount," Kodukula says. "Doing that in a traditional enterprise model is very difficult, and in a utility model of consumption it's very easy."

Customers are also drawn to a unique aspect of SunGard Enterprise Cloud Services; the ability to restore data housed anywhere, not necessarily SunGard's datacenter.

"The ability to start up a virtual machine in 15 minutes is only useful if the application has access to your data," Kodukula says. "Vblock infrastructure platforms use open standards, which gives us the flexibility to integrate with customer databases hosted anywhere."

Fast Time to Market
SunGard Availability Services attributes the rapid time to market for the Enterprise Cloud Service to the pre-integrated Vblock architecture and training from the services team.

"Compared to the other architectures we evaluated, Vblock required 30 percent less engineering time for service introduction," Colesante says. "The first customer began using our Enterprise Cloud Service just 10 weeks after we received shipment of Vblock infrastructure platforms."

After knowledge transfer sessions, SunGard IT teams had the confidence to onboard the first customers without any outside assistance.

Fast customer provisioning on Vblock infrastructure platforms help attract customers while also accelerating revenue streams. SunGard can begin delivering IaaS to customers in just one week, compared to four weeks on the other architectures the IT team evaluated.

Low Operational Expense
SunGard calculated that the compact Vblock infrastructure platforms use 25 to 35 percent less power for customer workloads than comparable cloud platforms. Lower energy consumption reduces cloud operational costs while also supporting SunGard's commitment to environmental sustainability.

Vblock also minimizes training and management costs. Rather than learning to use different tools to configure servers, virtualization, networking, and storage, SunGard datacenter managers use a single tool; EMC Ionix Unified Infrastructure Manager (UIM). They use an intuitive interface to create a service profile specifying server, networking, and EMC storage configuration, and can then apply the profile to any Cisco UCS server blade with a few clicks.

Next Steps
SunGard Availability Services plans to add value to its Enterprise Cloud Services by introducing new capabilities such as automatically optimizing the Vblock infrastructure for specific applications, and more closely integrating services with data backup and recovery.

Kodukula concludes, "Our customers want to reduce the time spent integrating and maintaining technology so they can concentrate on strategic tasks. Our partnership with VCE will accelerate our enterprise cloud platform development to deliver just-right, just-in-time managed and recovery services to our customers."

Product and Services List

Data Center

Vblock 1

- o Cisco Unified Computing System
- o Cisco Nexus 1000V software switch
- o Cisco MDS Multilayer Director Switch 9516 and 9222i
- o EMC CLARiiON storage with RSA security
- o VMware vSphere

Cisco Nexus 7000 Switch

Cisco Nexus 5000 Switch

Planning, design, implementation, and support services

ABOUT VCE

VCE, the Virtual Computing Environment Company formed by Cisco and EMC with investments from VMware and Intel, accelerates the adoption of converged infrastructure and cloud-based computing models that dramatically reduce the cost of IT while improving time to market for our customers. VCE, through the Vblock platform, delivers the industry's first completely integrated IT offering with end-to-end vendor accountability. VCE's prepackaged solutions are available through an extensive partner network, and cover horizontal applications, vertical industry offerings, and application development environments, allowing customers to focus on business innovation instead of integrating, validating and managing IT infrastructure.
For more information, go to www.vce.com.