CASE STUDY

CloudBolt software

At a Glance

Vitals

Employees 5,000

Students 37,000

Location Eastern United States

The Competition

vRealize Automation

Red Hat CloudForms

Technology

Virtualization VMware vCenter

Public Cloud Amazon Web Services, Acquia Cloud Platform for Drupal

Configuration Manager Puppet, in-house scripts

Operating Systems RHEL, CentOS, Windows

VMs 1,500

Major University Reduces Shadow IT, Increases Automation With CloudBolt

The university's Office of Information Technology cloud team is responsible for delivery and support of cloud-enabled technologies to faculty, staff, and students. Their primary mission is to support instruction.

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Challenge

The cloud team is tasked with implementing various cloud-based services and exposing them to students and staff in a controlled and reliable manner. They needed a unified interface that would allow end users to easily find and request services. They wanted to enable the use of both public cloud providers and existing university assets while tracking and reporting resource usage to better understand and manage respective costs and capabilities.

Solution

With CloudBolt, the university was able to:

- Automate requests for IT resources by faculty, staff and students
- Provide a controlled but flexible self-service IT platform
- Centralize management and reporting of resource usage
- Reduce VM sprawl through active system lifecycle management
- Re-purpose IT resources to advance the university's educational mission
- Implement flexible and burstable licensing for cost efficiency

Empower educators with surplus IT

With CloudBolt, the university was able to re-purpose surplus capacity from their corporate environments, and put it to use by educators—enabling students to access server and application resources to support their class work.

Self-service access to non-traditional resources

Beyond just provisioning VMware and AWS CloudBolt-backed servers, CloudBolt was easily configured to create S3 storage buckets in AWS, as well as provision Drupal accounts in the Acquia Cloud Platform for Drupal.

End-to-end automation

Automating the routine provisioning and management meant systems administrators could do more with less, increasing the server-to-administrator ratio. Removing the people from the process also **improved compliance, reduced OpEx costs, and significantly increased the pace at which the IT team was able to offer new services.**

Cost and utilization transparency

Once CloudBolt imported the customer's existing environments and servers, the university was able to determine which colleges and departments were using resources. The university was then able to re-assign budgets to better support demonstrated need.

Customer satisfaction through better availability

As the demand for compute resources in support of Big Data and other compute-intensive workloads increases, faculty and staff are impatient in getting access to additional resources. CloudBolt replaces time-and resource-intensive manual processes by allowing end-users to drive the provisioning and server management process on their own.

Multiple authentication points

University faculty and staff authenticate against a different Active Directory endpoint than the student population. CloudBolt's multi-tenant capabilities ensure that every user is authenticated to the correct environment, and presented with the expected branding when logged in.

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Benefits

With CloudBolt in place, the IT organization reported the following benefits:

- Seamless support of instructional resource needs
- A reduction in the use of shadow IT environments and their related costs
- Usage tracking and automatic cleanup of student environments
- Rapid creation of unique infrastructure and platforms offerings
- Multi-tenant solutions with unified management of disparate groups' environments
- Access to technologies that students are likely to encounter in the career marketplace

Providing on-demand centralized access, management, and provisioning of IT resources also enabled the university to achieve better economies of scale as they extended their offerings to a larger faculty, staff, and student population.

CloudBolt's selection was based on CloudBolt's unique ability to rapidly integrate with non-traditional service providers. In the university's case, they needed to make cloud-provided Drupal instances available to end users in an on-demand basis, while still accounting for cost transparency and access rights. While the competition claimed to be able to rapidly do this, CloudBolt was the only tool that was able to demonstrate this capability in the university's own environment.

CloudBolt enabled the university to consolidate shadow IT environments that groups turned to when they were unable to get access to centralized resources in a timely manner. Providing on-demand centralized access, management, and provisioning of IT resources also enabled the university to achieve better economies of scale as they extended their offerings to a larger faculty, staff, and student population. Furthermore, the ability to add elastic public cloud-based resources enabled the cloud team to flexibly account for peaks in demand based on enrollment. Integrated reporting ensured accurate cost accounting.

The cloud team's use of CloudBolt to provide on-demand IT resources from a variety of managed environments has made them the de-facto IT architecture thought leaders at the university. IT teams such as the Windows group now look toward the cloud team's offerings as the reference architecture for how to properly implement cloud-based services in varied and disparate environments. Thanks to its selection of CloudBolt, the cloud team has increased their organizational capital.

In the era of cloud, **CloudBolt** helps IT and developers work better together by empowering them with better visibility, control, and self-service. CloudBolt delivers the world's most user-friendly cloud management platform, so enterprises can provision, orchestrate, and consume IT resources across hybrid cloud, multi-cloud, and container environments.

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