

## At a Glance

### Vitals

**Employees** 25,000

**Annual Revenue** \$3.5B

**Location** United States

### The Competition

Cloud360

vRealize Automation

Red Hat CloudForms

HP CloudSystem Matrix

### Technology

**Virtualization** VMware vCenter,  
OpenStack, HP Virtual Connect

### Configuration

**Management** Puppet

**Continuous Integration** Jenkins

**Orchestration** RunDeck

**Ticketing** ServiceNow

### IP Address Management

InfoBlox and iPAM

### Operating Systems

Windows, CentOS, Ubuntu

**VMs** 1,800

# CloudBolt Eases Self-Service IT for Fortune 500 Retailer

This Fortune 500 US-based retailer sells a variety of household goods through a number of branded storefronts and websites.

# Challenge

At this company, the IT group primarily services the e-commerce group, which is responsible for the web storefronts of all the corporate brands, and for a significant portion of the company's revenue. To speed delivery of new and innovative capabilities, the e-commerce team needed a platform that would allow on-demand access to production and development/test resources, with high compliance to PCI and other standards. Initially, they experimented with a homegrown solution based on OpenStack, but this was rejected by the CIO because it failed to effectively take into account the needs of other lines of business. The potential for infrastructure fragmentation, extra costs, and large amounts of duplicated work caused this company to search for a better solution.

# Solution

## Here's how CloudBolt's solution helped:

- ✓ Aligned IT and e-commerce teams
- ✓ Unified management and access through UI and APIs
- ✓ Enabled IT to customize offerings to different lines of business
- ✓ Deployed services met strict standards and configuration requirements
- ✓ IT regained the ability to make effective technology decisions

## Aligned IT with lines of business

**CloudBolt enabled the IT team to offer distinct solutions to various lines of business without adding significant OpEx.** Increased service to the lines of business ensures the IT team is a partner to success rather than merely a service provider, and ultimately results in more productivity and innovation from all parties.

## Expanded configuration management

CloudBolt's integration with Puppet configuration management made it simple to pair VMware virtualization with Puppet configuration management. Even non-technical users can now use the Puppet resources and applications IT developed because they're exposed as installable and manageable applications on requested servers. The company now spends less time managing dozens of VM templates, and more time realizing the added value of effective configuration management.

## Provided IT flexibility in technology choice

The customer has a fairly large amount of legacy infrastructure in the form of existing VMs, deployed applications, and other stand-alone physical server environments. CloudBolt has become the foundation for a transformative IT process that will enable IT to begin deploying services that can help them retire legacy infrastructure that carries along significant OpEx requirements. CloudBolt also enabled the IT team to reduce their dependence on single-vendor virtualization solutions, saving money, and reducing risk to the business.

## Retired their expensive legacy management deployment

Even after significant investments in professional services and painful upgrade experiences, HP CloudSystem Matrix was not able to meet this company's requirement of a user-ready portal. When the company started investigating CloudBolt, they were excited by the contrasts: painless upgrades and a feature-set thoughtfully designed to meet their needs.

## More accurate test environments

When working to test new software releases, the e-commerce team had to rely on environments that were not exact replicas of production systems. By using the CloudBolt API, the e-commerce team enabled their continuous integration environment to use production-replica systems to perform build and functionality tests, which increased productivity, as well as code quality.

# Benefits

## Here are benefits the customer reported:

- ✓ Rapid time to value—up and running in less than a day
- ✓ Easy installations, customizations, and upgrades means CloudBolt grows with them
- ✓ Immediate delivery of test environments reduces time to deployment by 50%
- ✓ Accomplished required use cases
- ✓ High-value product roadmap will allow further innovation
- ✓ Compelling price point with low barrier to entry

**“We’ve seen a lot of [other] companies’ demos and none are viable. They have too many holes to work, and their roadmaps look sad.”**

CloudBolt’s ease of use was one of the customer’s favorite features. A key reviewer of CloudBolt mentioned that they felt more confident with users ordering servers from CloudBolt than with any other system.

After struggling to use CloudForms and Cloud360, the reviewer felt that they were not viable portals for end-users.

The well-rounded feature-set that CloudBolt provided helped them re-unify their infrastructure and allowed them to avoid investing more into their failed HP CloudSystem Matrix deployment by dropping it entirely. Thanks to CloudBolt, the retailer now has a self-service portal that allows IT to be successful in providing their consumers simple access to needed resources.