# Global Business Solutions Provider's Cloud Business Success Supported by Intelligent Automation

## CSC expedites delivery and management of cloud services while containing costs.

| EXECUTIVE SUMMARY |
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**CSC Inc.**
- Business Technology Solutions
- USA
- 93,000 employees

**BUSINESS CHALLENGE**
- Seize market opportunity by providing innovative private cloud services to clients

**SOLUTION**
- **Cisco Intelligent Automation for Cloud:** software solution on Vblock Infrastructure Platforms, to provide secure enterprise-class cloud services to CSC clients
- **Cisco Services:** planning, design, implementation, and support services

**RESULTS**
- CSC is implementing solution and expects to expedite provisioning to help ensure faster service for clients, with improved satisfaction through easy-to-use portal

## Business Challenge

As one of the world's largest providers of business solutions and services, CSC has been solving complex information management challenges by employing innovative technology for business and government agencies all over the world. CSC is known for delivering results using standardized technology such as cloud services to shape, transform, and manage enterprise IT. CSC clients are typically large, global organizations from many industries including chemical, energy and natural resources, insurance, consumer, manufacturing, health services, and public sector. CSC's rich domain expertise differentiates the high-value solutions offered to these organizations. Current clients and many new organizations are turning to CSC for private cloud solutions based on a unique financial model.

CSC's cloud business is growing. From opening the first CSC cloud datacenter in 2010 to the launch of CSC BizCloud, the industry's only opex private cloud that is billed from a standard rate card and ready for workloads in just ten weeks, CSC's portfolio of cloud solutions has quadrupled along with the global customer base. CSC BizCloud combines the scalability and convenience of a public cloud with the security of a dedicated private cloud. BizCloud shares CSC's infrastructure-as-a-service layer, CSC CloudCompute, and the same rate card and service levels as its public and virtual private off-premises cloud.

To continue to lead in the enterprise cloud market, CSC is making order management, delivery, and administration of its cloud solutions easier and more efficient by incorporating advanced cloud automation from Cisco. Eli Almog, CSC's CTO for cloud describes the urgency, "CSC aims to lead the market by offering a scalable, secure enterprise cloud that is easy to use. When we say easy to use, we mean from the time the order is placed, to the provisioning of virtual machines, to the configuring of the service catalogue. Standardization and automation enable us to serve clients faster, and the clients can expect a predictable service required by real business workloads. We need to be as agile as our clients want to be themselves. "

For CSC, providing an enterprise cloud requires transparency. CSC is creating a self-service portal through which clients not only order their cloud services, but can also manage access and track usage to manage costs. Almog says, "There is some heterogeneous integration for every project. We need a solution that orchestrates workflows across technologies, so that we have the flexibility to provide new self-service options to clients over time. At CSC, we think that well-orchestrated automation is an essential enabling technology for the enterprise cloud."

The CSC Cloud is built on the Vblock platform, which provides CSC with a complete cloud infrastructure consisting of Cisco Unified Computing System (UCS) blade servers, Cisco networking components, EMC storage systems, and VMware vSphere virtualization technology. CloudCompute and BizCloud are VMware vCloud Datacenter Services, which provide enhanced management of the cloud. However, CSC saw a need to automate the management capabilities of its cloud offerings further. CSC is pulling together the best products in their categories, such as Cisco Intelligent Automation for the Cloud, to develop a highly-differentiated cloud management layer.

Almog says, "We have to give clients on-demand service and elasticity. We looked for a flexible, enterprise class solution that could automate many procedures and integrate with other management capabilities. We want to provide an excellent client experience for self-service ordering, with the ability to handle different workloads and services overtime."

"For example, we need the ability to provide a pay-as-you-go model, from both a software and hardware point of view. This is important. When a client orders BizCloud, they don't just get the Vblock infrastructure; they get it wrapped with enterprise-class management capabilities that can be readied for workloads in only 10 weeks and remotely managed by CSC if they choose, from the OS through to the applications."

> "Well-orchestrated automation is an essential enabling technology for the enterprise cloud."
> **— Eli Almog, CTO for Cloud, CSC**

## Solution and Results

After evaluating multiple commercial options, CSC chose the Cisco Intelligent Automation for Cloud software solution for advanced cloud management automation to complement their investment in the Vblock platform. CSC is using this solution to provide a self-service portal and service catalog that enables clients to quickly and easily order cloud infrastructure services online, with on-demand provisioning and pay-per-use tracking.

"The Cisco Intelligent Automation solution is also used by Cisco IT, and when we saw how Cisco uses its own cloud automation product, we were encouraged. It will be an essential component of our long-term reference architecture for the enterprise cloud," says Almog. CSC is deploying the solution now and expects clients will appreciate the improved control over their infrastructure and the increased visibility that they have into their cloud services and the speed of adding new workloads and users.

The company also expects significant reductions in the time and labor required to ready the BizCloud for workloads. BizCloud already saves months and millions of dollars over the other "do it yourself" private clouds. CSC Cloud users benefit from better tracking of usage and management of costs. Cisco Intelligent Automation for Cloud enables the CSC Cloud business to grow as fast as the market is growing.

## For More Information

To learn about Cisco Intelligent Automation for Cloud solution, visit: http://www.cisco.com/go/iacloud.