

Adding self-service to VMware vCenter:

How Total Computers makes private cloud easier to manage and control

Total Computers is an IT service and solution provider based in the UK.

Using VMware vCenter and the cloud management portal from OnApp - a division of Virtuozzo - Total now offers a robust enterprise private cloud that has the same transparency and self-service experience you get from public clouds.

Total's customers now have much more control of how they use private cloud resources, and much better visibility of usage and cost.

Private cloud evolved

Total Computers serves private, public and third sector customers across the UK and beyond. As well as designing and implementing IT solutions the company offers a range of managed IT services.

Cloud computing often features in these solutions, and Total can provide any mix of public and private cloud to suit each customer's use case.

"Private cloud usually features where locality is important, or where customers need predictable performance and cost," says Nick Fothergill, Total's Technical Services Manager. "We standardize on VMware because of its support and high availability - but increasingly, our customers need more visibility of usage and cost, and more manageability too. That's what OnApp delivers."

OnApp is a cloud management platform that integrates with VMware vCenter to enable secure multi-tenancy, self-service and flexible billing. Using OnApp and VMware, Total now offers an enhanced private cloud service that lets customers choose how much control they want - fully managed or self-managed, in any combination.



Use case:

- MSP - private cloud hosting

OnApp solutions:

- VMware vCenter - virtualization
- OnApp - cloud management & billing

Customer Benefits:

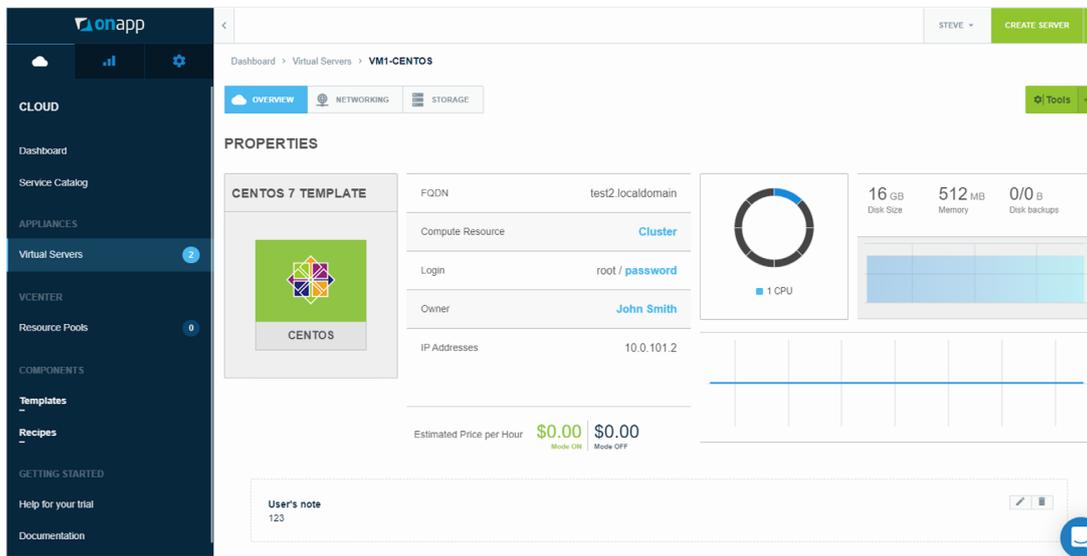
- Self-service provides more flexibility for customers using private cloud
- New private cloud service options enable customers to migrate more workloads to private cloud
- Better visibility of resource usage improves cost management for enterprises



Nick Fothergill,
Technical Services Manager,
Total Computers

"Using OnApp and VMware vCenter, we can offer an enhanced private cloud service that lets customers choose how much control they want - fully managed or self-managed, in any combination"

“With OnApp we can offer new self-service options for private cloud - for example, providing a “bucket” of compute and storage with transparent on/off pricing. Customers can spin up servers when they need them and switch them off when they don't. Utilization and billing data is easy to see, so it's much easier to control.”



The OnApp management portal for vCenter private clouds

Customer benefits

Total Computers has managed private clouds for its customers for years. What prompted this latest evolution of the service?

“It’s what customers were asking for,” says Nick. “Customers wanted us to continue managing core parts of their IT estate, their Active Directory, their file servers or whatever it might be... but asked for more flexibility, more self-management for other private cloud workloads.”

“It’s really the approach most companies want to take today,” he adds. “Using OnApp and VMware, we can offer the benefit of enterprise private cloud with the kind of flexibility you expect from a public cloud. That makes it much easier for customers to migrate workloads to our service - for example, to replace old kit they have on-site that they use for testing, or servers they don’t want or need to be fully managed. This is the ideal solution.”

MSP benefits

Total provides a wide range of services and technologies. Why was vCenter plus OnApp the best solution for private cloud hosting?

“We could do this natively with VMware Cloud Director, but that would make our private cloud service more complex to manage and more time-consuming too,” Nick says. “We have a decent-sized environment - three sites, multiple Terabytes of RAM and hundreds of Terabytes of storage – but VCD really isn’t needed to do what we do.”

“Using OnApp we can leverage the VMware platform and skills we already have. It integrates very easily with our existing workflow, so we can deliver an enhanced private cloud service without increasing management overheads. We can onboard clients quickly and get on with serving and supporting them.”