



OPCITO TECHNOLOGIES

# Comprehensive Cloud Management with CloudForms

## About The Customer

The customer is a telecom and satellite services giant based out in Middle-east operating in more than five countries with revenue of more than US \$3 billion. As a giant catering to different geographical areas and more than 8 million customers, they have multiple projects supporting business operations with multiple tenant accounts. This resulted in difficulties in maintaining the complex infrastructure.

## Business Challenge

The customer had multiple tenants accounts for different projects. Each one used a different infrastructure from multiple providers like AWS, OpenStack, RHVH, GCP, Azure, and OpenShift. As a result, the customer was facing difficulties in managing all the accounts, which included:

- The manual provisioning process was time-consuming and required a lot of human efforts
- Difficulties in capacity, performance, configuration, orchestration, and life-cycle management
- No backup and disaster recovery system in the event of a cataclysm

So, the business challenge was to set up a multi-cloud environment that is expandable in terms of platforms and several participants with a centralized management solution.

## How Opcito Helped

The multi-cloud environment resulted in management and performance issues. So, Opcito's solution to this problem was developing a custom cloud management platform that could manage multi-cloud environments and incorporate self-service interfaces, provision system images, enable metering and achieve workload optimization and governance through established policies.

With the help of CloudForms, the customer can detect and respond to environmental changes by tracking activities, capturing events, and sensing configuration changes. Its management engine can provide real-time, bi-directional process integration through automation.



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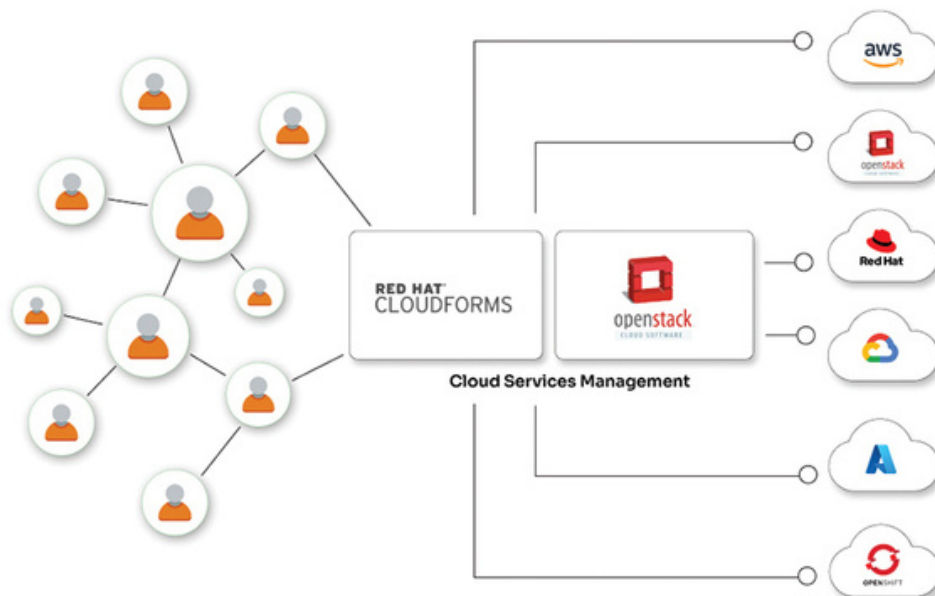
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Here are the highlights of the implementation process:

- CloudForms and OpenStack setup, configuration, and automation
- Integrate CloudForms with OpenStack infrastructure both under the cloud and overcloud
- Automation of multi-level service catalogs, which involves provisioning of instances and applications
- Automated backup and disaster recovery system
- Automated solution for usage monitoring and billing accordingly

With the help of the service catalogs, the customer now has an automated provisioning mechanism. Whenever the customer wants to deploy a multi-tier application on OpenStack, he can now use the same catalog to provide all required resources. With CloudForms, the customer can manage compliance and control of OpenStack cloud infrastructure with the help of control policies like intelligent state analysis, sending emails, deleting snapshots, and reconfiguring resources of instances implemented by team Opcito. We also implemented compliance policies to ensure security and compliance before delivering instances to end users.

We also automated datastore usage, resizing the virtual disk of an instance and retrieval of an instance if idle for more than 48 hours. We automated the autoscaling of instances using alerts, policies, and Rest APIs. Using CloudForms, the customer can generate and analyze chargeback and root cause analysis reports.



## Technologies, Tools, and Platforms used

REDHAT  
CLOUDFORMS

OPENSTACK

## Benefits

<b>SELF-SERVICE PROVISIONING</b>	Self-Service Portal with Approval Process that will enable easy provisioning, retirement, and governance of cloud resources
<b>SMART-STATE ANALYSIS</b>	Smart-State-Analysis that helps to track changes of VM in time and find a specific user in customer IT environment and compare different VMs
<b>MULTI-CLOUD MANAGEMENT</b>	Provision to manage multi-cloud environments from a single management console to aid relationship view, monitoring, and capacity planning
<b>OTHERS</b>	Simplified V2V-migrations process Cost allocation and chargeback

## About Opcito

At Opcito, we believe in designing transformational solutions for our customers, start-ups, and enterprises, with our ability to unify quality, reliability, and cost-effectiveness at any scale. Our core work culture focuses on adding material value to your products by leveraging best practices in DevOps, like continuous integration, continuous delivery, and automation, coupled with disruptive technologies like containers, serverless computing, and microservice-based architectures. We also believe in high standards for quality with a zero-bug policy and zero downtime deployment approach.



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