

NTT ICT SIMPLIFIES CLOUD MANAGEMENT FOR CUSTOMERS WITH RED HAT CLOUDFORMS



SOFTWARE AND SERVICES

Red Hat® CloudForms
Red Hat Consulting

NTT Communications ICT Solutions (NTT ICT) is a recognized industry leader in datacenter, network, cloud management, and managed security services. As its clients and end users expand their IT workloads and environments, establishing a common set of tools and processes for resource management has become a priority for the company. NTT ICT sought a multitenant cloud management solution to help end users manage compute, storage, and application resources from a simple, unified interface. With help from Red Hat Consulting, NTT ICT deployed Red Hat CloudForms for customers' cloud environments. With this solution, the service provider improved its user experience with self-service capabilities, achieved more efficient management, and gained the scalability to meet future needs and expand its portfolio.



I.T. AND COMMUNICATIONS SERVICES

200 EMPLOYEES IN AUSTRALIA, WITH MORE THAN **240,000** EMPLOYEES WORLDWIDE

“Red Hat CloudForms was the most mature option at the time. It quickly delivers the capabilities we need and lets us on-board new customers faster. We can use standardized tools to support customers across disparate platforms, helping customers get more out of their existing cloud environments.”

MATTHEW ALLEN
DIRECTOR, PRODUCT DEVELOPMENT,
NTT COMMUNICATIONS ICT SOLUTIONS

BENEFITS

- Established a self-service catalog to help customers unify complex environments and streamline resource management
- Streamlined and automated provisioning of cloud environments and resources for greater efficiency
- Gained scalability to grow and meet future needs with innovative services



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CLOUD COMPLEXITY CREATES MANAGEMENT CHALLENGES

NTT Communications ICT Solutions (NTT ICT) is a recognized industry leader in datacenter, network, cloud management, and managed security services. NTT ICT provides cloud services across multiple environments and resources, including storage, compute, and application platforms. With these solutions, NTT ICT helps its customers streamline IT operations and supports digital transformation.

However, NTT ICT's customers were using many platforms—some up to six different platforms, such as VMware NSX and Amazon Web Services (AWS)—for their digital transformation initiatives. Working with many platforms increased the complexity of managing and orchestrating cloud services.

To simplify its services, NTT ICT sought to manage and orchestrate customers' cloud platforms with a single tool and increase its self-service capabilities for compute, storage, and application resources.

"The key factor in searching for a solution was to improve operational efficiency. We were managing customers' environments using manual or ticket-based work, along with automation behind the scenes," said Matthew Allen, director of product development at NTT ICT. "We needed a management tool that would streamline processes and minimize costs. We could have developed a tool ourselves, but the time and cost involved would have been prohibitive."

CENTRAL PLATFORM STREAMLINES SERVICES

NTT ICT considered a variety of options—including developing and implementing proprietary technology or an open source tool—before selecting Red Hat CloudForms.

"The market is heading towards a multicloud adoption strategy. We needed a solution that matched these needs," said Allen. "We chose Red Hat CloudForms because it quickly delivers the capabilities we need and lets us on-board new customers faster. We can use standardized tools to support customers across disparate platforms, helping them get more out of their existing cloud environments."

To ensure successful implementation, NTT ICT worked with Red Hat Consulting. Red Hat's expert consultants designed a proof of concept, then developed and implemented a Red Hat CloudForms architecture. In addition, Red Hat Consulting implemented third-party integration and orchestration across VMware NSX and AWS cloud platforms to streamline management and processes with a single self-service catalog and management interface.

SOLUTION HELPS NTT ICT – AND ITS CUSTOMERS – MEET BUSINESS NEEDS

SELF-SERVICE CAPABILITIES

With Red Hat CloudForms, NTT ICT can offer self-service capabilities to its customers, simplifying and speeding development and resource provisioning. In addition, a single management interface helps the company's customers manage their complex cloud environments more effectively.

"Self-service management and orchestration of customers' hybrid cloud environments means customers can get what they need, when they need it," said Allen. "This ability lets them take advantage of the flexibility of cloud to address business needs faster and more accurately."

STREAMLINED, AUTOMATED PROCESSES

The Red Hat CloudForms solution helped NTT ICT automate many operational workloads, including provisioning of virtualized environments and resources.

"Automation has helped us save a significant amount of time, helping us focus on innovating to create more value," said Allen. "It's been a significant benefit."

SUPPORT FOR CONTINUED GROWTH

With Red Hat CloudForms, NTT ICT has established a foundation for continued innovation and successful growth. This platform will help the company ensure its services meet the needs of its expanding customer base.

"We are looking to build solutions that meet customers' requirements and help them manage their cloud use to meet business and security requirements as cost-effectively and efficiently as possible," said Allen. "Using a mature, open source solution like Red Hat CloudForms as opposed to a proprietary or self-built solution helped us keep pace with change, and stand out in a competitive marketplace."

PLANS FOR CONTINUED INNOVATION

When NTT ICT launched Red Hat CloudForms, there were few multicloud orchestration and management services available in Australia. Now, supported by ongoing collaboration with Red Hat, the company is continuing to seek ways to better manage and deploy cloud environments and manage multiple workloads across cloud platforms. NTT ICT also plans to expand its use of Red Hat CloudForms and underlying platforms to support more internal and customer-facing capabilities.

"NTT ICT has a strong working relationship with Red Hat developed over a number of years," said Allen. "Together, we will continue to keep supporting innovation in the Australian marketplace."



CUSTOMER CASE STUDY | NTT ICT simplifies cloud management for customers with Red Hat CloudForms

ABOUT NTT ICT

NTT Communications ICT Solutions (NTT ICT) provides network, infrastructure, security, cloud and managed services to Australian companies who care about quality. Our team of local experts and engineers help companies decide which solution will best suit their business and deliver bespoke tools and services to make it easier for them to operate and innovate. We help companies expand into Asia and globally, leverage their legacy IT and transform into next generation solutions and reduce complexity and risk.

NTT ICT is a wholly owned subsidiary company of NTT Communications, one of the largest ICT companies in the world. Our offerings are backed by the company's worldwide infrastructure, including the leading global Tier 1 IP network, the Arcstar Universal One™ VPN network, reaching 196 countries/regions, and over 140 secure datacenters worldwide.

ABOUT RED HAT



Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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