

CLOUD SERVICES BROKERAGE SOLUTION

for a leading provider of Cloud Services, Digital Workspaces and Unified Communications



Service: Automation Orchestration, Cloud

OVERVIEW

ACL developed a Cloud Services Brokerage Platform for Ordering, Service Fulfilment, Billing and Customer Service via Multi-tenant Enterprise Self-service Portals supporting different Private and Public Clouds.

CHALLENGES



Need to build an open standards-based Cloud Services Management platform



Non-availability of a platform that serves as an aggregation, integration and customization point for services from a broad ecosystem of cloud providers including, AWS and Azure

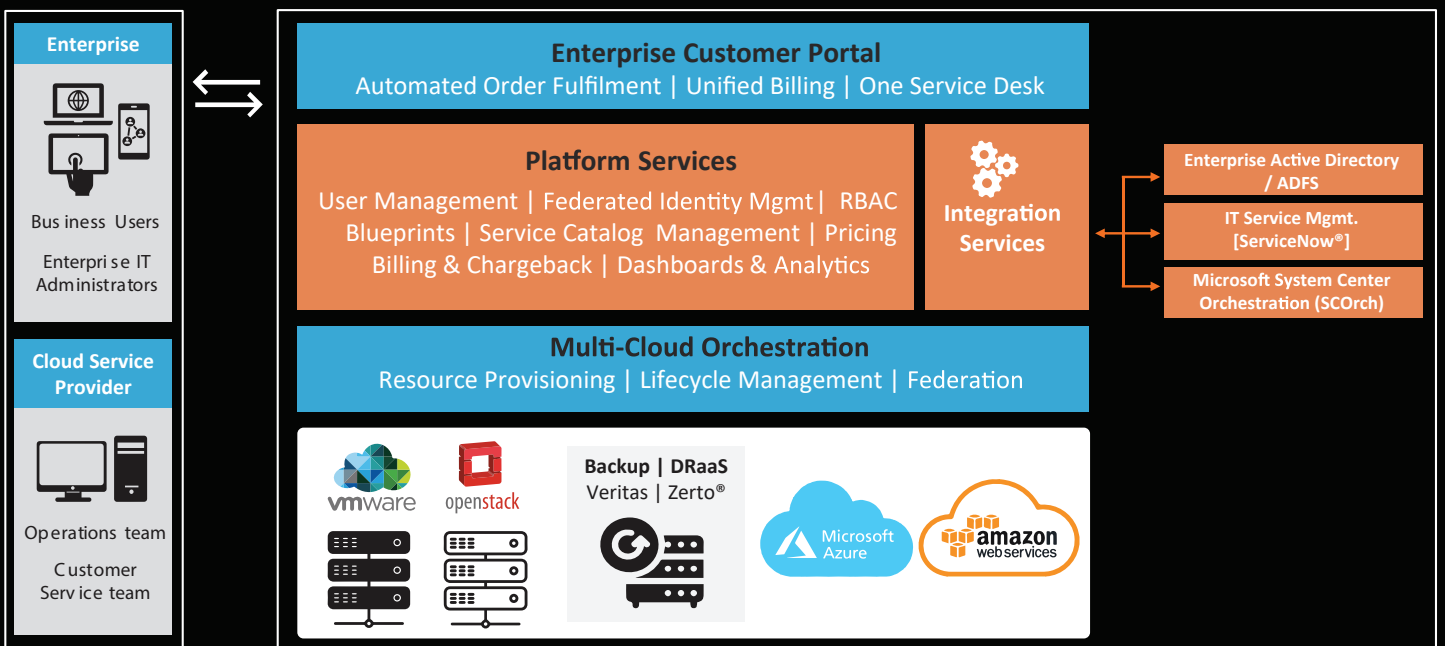


Absence of a billing engine that generates prorated data for subscribers, prepares invoices and sends to Enterprise users via email

SOLUTION

ACL provided end-to-end automation of cloud service provisioning and management solution, as mentioned below:

- 1 Integration with private and public cloud providers like AWS & Azure
- 2 Fully customizable Self-service Portal that acts as a "single" interface for Enterprise end users
- 3 Unified IT service catalogue with pricing and subscription details
- 4 Fully automated ordering process that collects user inputs for multiple products/services and bundles them into a single order
- 5 Single blueprint with 20000+ options
- 6 Billing, usage and metrics information for all subscribed services available in Admin Control Panel
- 7 Deployed with Tier-1 Cloud Infrastructure Provider in Europe



HIGHLIGHTS

- 20+ member team
- Technology: HTML5/CSS, AngularJS, NodeJS, Java, SQL Server, LDAP/AD/ADFS/SAML, Microsoft SCOrch
- Private Clouds: VMware vSphere/vCloud, OpenStack, Hyper-V, Xen
- Public Clouds: AWS, Microsoft Azure, Terremark (IBM)
- Third-Party Systems: ServiceNow, BMC Remedy, Veritas NetBackup, Zerto Disaster Recovery

OUTCOMES

The following benefits were delivered by ACL:

- One Login - One Bill - One Service Desk for ordering services from different private and public cloud providers
- Improved Customer Experience
- Personalization according to Enterprise customer needs
- Intuitive Dashboards
- Automated Order Fulfilment
- Automated Service Management
- Increased Customer Satisfaction and Customer Retention