

Leading global law firm uses Embotics vCommander for faster provisioning and deep reporting capabilities

This law firm with approximately 3,000 employees in offices in the United States, Europe, and Asia, has many of the world's most respected companies and institutions as longtime clients. Since implementing Embotics vCommander, they have experienced significant resource savings in both finances and man-hours, as well as a more reliable, robust, and auditable IT infrastructure.

Key Drivers to Support Growth

Focused on providing clients with the highest quality advice on their most critical legal and business needs, this law firm needed a solution which would enable the IT team to be more responsive to business needs and support business growth.

The time and resources required to provision systems were the key drivers to find alternatives back in 2011, and the tools under investigation

lacked the intuitive user interfaces or the sophisticated workflows and reporting that vCommander offered.

In the days prior to vCommander being installed, requests for provisioning virtual machines were submitted to the IT team via email and then managed in spreadsheets. Once a request was received, the user would be sent the spreadsheet to fill out, and on its return, IT would check it, and go back to the user with any questions.



The service portal automation provided our users with a highly automated, well controlled method of having services provisioned by IT

– Senior Infrastructure Architect



This process not only made the request process lengthy, taking up to a week to provision a system, but when systems needed to be tracked in future, going through the filed documents was time consuming and painful. With vCommander, all of the information is built into the vCommander request form in the self-service portal, and the IP addresses and storage resources can be assigned using vCommander's automated workflows.

Once the approvals have been provided by the various teams, the system is provisioned. The entire process now takes hours instead of days, and any required changes to the system are now requested and actioned via the portal as well.

Reporting Was the Biggest Value Add

The benefits of the vCommander platform go beyond just the automation to the capturing and reporting of information as well. "The biggest value derived from installing vCommander was the reporting engine. We sort of took all the automated provisioning for granted," said the law firm's Senior Infrastructure Architect. "but, the fact that we can go in and report on things we didn't even know we could report on really increased the value to the organization"

The IT team uses the reporting engine on a daily basis to proactively track how many systems are deployed with snapshots. But the easy-to-use interface means that other business users can mine information. For example, the purchasing manager can report on how many systems are being provisioned and what operating system versions are being deployed, to ensure that they are in license compliance. Other business unit managers report on the number of systems in

their department, and how that is trending over time.

Reporting is also used to drive increased performance across the infrastructure as the organization looks to new storage and tools such as memory caching and solid state arrays. As the virtual machine latency data is stored within the vCenter database, vCommander can report on it, and provide comparisons of the different technologies.



Having certified workflows, an audit trail and all of the metadata captured from the original requests was invaluable to us as we pursued ISO 27001



A Painless Installation

"Embotics is one of the most refreshing, customer-focused companies I have ever worked with," the Senior Infrastructure Architect continued. "The installation was painless. Within an hour everything in vCenter had been discovered, and vCommander had already started to provide useful information. The fact that a forms editor was provided to create the request forms, without the need to have any coding knowledge, and to customize the fields and attributes that we needed to collect, saved us a huge amount of time and money."



About Embotics

Embotics is the cloud automation company for IT organizations and service providers that need to improve provisioning or enable self-service capabilities. With a relentless focus on delivering a premier user experience and unmatched customer support, Embotics is the fastest and easiest way to automate provisioning across private/public/hybrid cloud infrastructures. Its flagship product, Embotics vCommander, is used by organizations such as Nordstrom, NASA, Fanatics, and Informatica.



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