

cloud
accelerators

can you customize
the cloud for any
business need?

you can



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Jason Carolan

VP of Product Development,
ViaWest, Inc.



agility
made possible™



We offer a selection of infrastructure platforms and configure precisely the environment each customer needs. This gives customers peace of mind to know that their environments are safe, secure and resilient.

About ViaWest, Inc.

- One of the largest privately held data center service providers in North America
- Provides colocation, complex hosting, cloud and managed services
- Owns and operates 22 enterprise-class data center facilities in Colorado, Texas, Oregon, Utah and Nevada
- 300 employees, approximately 2,500 customers

For more information, visit [**viawest.com**](http://viawest.com)



Jason Carolan

VP of Product Development
ViaWest, Inc.

Career Highlights

- Prior to ViaWest, was director of cloud solution engineering at VMware
- Led Sun Microsystems' field community of experts in cloud computing & a team of cross-functional experts in data center architectures
- Has several patents in networking, data center resource management, virtualization & security
- Personal interests: hiking & cycling

We are providing the right level of choice—at the right cost—to our customers.

What cloud-based services does ViaWest offer?

ViaWest provides colocation, complex hosting, cloud and managed services. These services are supported by our 22 data centers, which makes ViaWest one of the largest privately-held data center and managed service providers in North America. When it comes to cloud services, we offer a selection of infrastructure platforms: what we like to call “hypervisor dial-tone.” These services are delivered on a number of platforms, including our Xen-based offering built on the CA AppLogic® platform. And we also recently launched a data analytics cloud service.

I think of our KINECTed Cloud as our secret weapon. KINECTed Cloud offers users a choice between two different hypervisors: a VMware-based vCloud® Powered hypervisor and an open source Xen®-based hypervisor. This gives customers the freedom to select the cloud type that best meets their needs. As part of that, we will configure exactly the environment the customer needs—with ViaWest managing all or part of the managed hosting environment, and/or using their own hardware or our hardware. Our KINECTed Cloud also utilizes our 22 (and growing in number) data centers and network operations centers. This offers customers peace of mind that their environments are safe, secure, and resilient.

Our customers are pleased that we can build cloud services very close to them, whether in the same city or within the same data center so that the back plane of the data center really becomes the back plane of their entire environment, whether it's cloud-based, whether it's collocated, or whether it's managed service or managed hosting. By bringing the network connection close-by, the customer gets some great low latency, high bandwidth that they can't really get on a public cloud.

Why did you recently decide to purchase CA Technologies solutions to support your cloud service offerings?

It's about making certain that we are providing the right level of choice, at the right cost, to our customers. For example, some customers care about what hypervisor they use, while other customers don't really care at all. When we evaluated our options, the AppLogic platform was lower in cost and easiest for us to deploy and scale. We can use commodity hardware and virtual storage, and we don't have to invest in expensive additional infrastructure.

We also wanted to put in place an orchestration layer that was cloud agnostic. This way, our staff can use a consistent interface for automation and provisioning that plugs into the various cloud technologies we leverage. CA Process Automation enables us to automate across our VMware and the AppLogic cloud platforms to seamlessly provision new resources when needed. CA Process Automation has become this workhorse of various aspects that we just didn't have before. Previously, all we had was a bunch of scripts that were very difficult to scale.

For instance, we have CA Process Automation streamlining and improving our billing capabilities among various platforms. It has also improved our ability to monitor our environment—our processes are now well documented and understood, and there is a history captured that we can reference when needed. It helps us avoid the so-called bus errors—if someone were to get hit by a bus, would the rest of us be left scratching our heads trying to figure out what the process is and what to do next.

Can you talk about the interest you're seeing from independent software vendors?

We have seen, for a number of reasons, phenomenal demand in the ISV community. First, a lot of the attraction from our ISVs has been due to the AppLogic platform. It provides such a rich customization language to develop applications that scale and are easier to manage. That helps our ISVs to be more productive. In some cases, our ISVs are going to market with SaaS applications; in other cases, they are building out their own platforms.

Cloud computing also enables the sum of these efforts to provide greater value than any single, individual effort. As an example, we have an ISV that builds an app on our platform and we can also use that ISV technology to go out and obtain incremental business for ViaWest.

CA Technologies enables us to automate across cloud platforms to seamlessly provision new resources when needed.



viawest

To learn more about ViaWest, visit viawest.com



To learn more from cloud service providers working with CA Technologies, visit ca.com/cloudaccelerators

How does the CA AppLogic cloud platform make developers' lives easier?

The application wrapping, sometimes known as guest customization, is quite important to many of our customers. It provides considerable power that the developers don't have to build themselves, such as load balancing and scaling applications dynamically based on workload. I think such functions are capabilities that developers need and want to use. With other platforms, the developers have to create all of that from scratch. They have to turn to a different vendor's load balancer and another's scaling technology. That's a lot of heavy lifting and development burden that the AppLogic platform alleviates.

Are security concerns more or less prevalent now than two years ago?

I think the threats surrounding cloud computing continue to grow. At the same time, I think most customers that are using cloud have figured out a way to manage their security. In many ways, cloud security is no different than what we should have been doing in traditional architectures. Security in the cloud, like traditional security, is classic defense-in-depth. Yet, I do think many were taking shortcuts previously, and now that's suddenly exposed when they move to cloud. However, we're increasingly seeing security vendors pay attention to what you need in a cloud environment, and I think the industry is making good progress on that.

What advice would you share with enterprises getting started with cloud computing?

I think if you're going into cloud just to throw something over the fence, without reviewing your current architecture and processes, you might not be that happy with the results. I like the idea of building a model for cloud and then moving forward and creating a service based upon that model. Customers that understand and leverage this find the cloud very powerful.

The AppLogic platform achieves that aim very well, because you model your environment in the AppLogic environment first, and then you deploy it. Customers that understand and leverage this capability find the cloud very powerful and will be very successful in the cloud.