**Logicalis Cuts Cloud Delivery Costs for Customers with CA Technologies Solutions**

**CLIENT PROFILE**

- **Industry:** IT
- **Company:** Logicalis Group
- **Employees:** 3,000
- **Revenue:** $1.2 billion

**BUSINESS**

Logicalis is a global IT solutions and managed services provider. The company’s U.S. operation has 750 employees and is focused on providing advanced technologies and services.

**CHALLENGE**

To simplify the deployment of cloud services and maintain quality of service for its customers, Logicalis needed to automate infrastructure deployment, monitoring and management and enhance capacity planning.

**SOLUTION**

- CA Unified Infrastructure Management
- CA Automation Suite for Clouds
- CA Capacity Manager

These solutions monitor customers’ cloud infrastructures, prioritize and route incidents, automate provisioning and enable effective capacity management.

**BENEFIT**

Logicalis can deliver cost-effective and efficient cloud services. New customers, cloud environments and capacity can all be quickly provisioned according to stringent service levels.
Business
Integrating advanced technologies and IT services

Logicalis provides IT solutions and managed services to more than 6,000 corporate and public sector customers in the US, UK, Germany, South America and Asia Pacific. The company’s U.S. operations were established in 1997 and has grown through both strategic acquisitions and focused organic growth. It now has 750 U.S. based employees and expertise extending from communications, collaboration, datacenter and cloud services.

Logicalis is fast establishing itself as a leading IT and communications integrator in the US and specializes in advanced technologies and services.

The Logicalis Group is a wholly owned division of Datatec Limited, which listed on the Johannesburg and London AIM Stock Exchanges.

Challenge
Providing sustainable and fully managed cloud services

“**It was time-consuming to evaluate when we might need to invest in additional capacity.**”

Mike Martin
Senior Vice President of Solutions and Services, Logicalis US

In the U.S., Logicalis’ strategic objectives are currently around establishing and expanding its cloud-based services. The company’s infrastructure-as-a-service (IaaS) offering, Logicalis Enterprise Cloud, includes a fully integrated management layer that incorporates ITIL*-aligned monitoring, backup and change management.

Mike Martin, Senior Vice President of Solutions and Services at Logicalis US, comments, “Our services are delivered to stringent service level agreements so customers can run their enterprise applications with complete peace of mind. To ensure our cloud services remain competitive, they must be cost-effective for customers and profitable for us.”

Logicalis’ cloud services are based on a VMware virtualized infrastructure. To build and maintain these services sustainably, the company needed to enable automated management across a heterogeneous environment.

“We needed a platform for automation that was hardware-agnostic, but didn’t want to hobble together point solutions and in-house technologies that would be complex and costly to develop and support,” explains Martin. “We wanted an enterprise-level solution that would be easy to integrate and fast to deploy.”

With the rapid expansion of its services, Logicalis also recognized that its manual processes for capacity planning were no longer adequate. Martin comments, “It was very time-consuming to evaluate when we might need to invest in additional server capacity or network bandwidth, and with the company experiencing significant growth, we couldn’t afford to get it wrong as customer services could have been impacted.”
To simplify the delivery of its cloud services, Logicalis leverages a strategy built around the following CA Technologies solutions:

- CA Automation Suite for Clouds
- CA Unified Infrastructure Management
- CA Capacity Manager
- CA Privileged Identity Manager™
- CA IT Asset Manager
- CA Server Automation.

Martin comments, “We selected the CA Technologies solutions as the company makes significant investments in research and development to stay at the cutting-edge of IT management and address new customer requirements as they emerge.”

Logicalis has used CA Unified Infrastructure Management since 2008. The solution enables integrated IT monitoring and service desk management and is a key pillar of the company’s cloud and managed service offerings.

Automated provisioning and simplified capacity planning

With the launch of its cloud services, Logicalis added CA Process Automation, part of the CA AutoSuite for Clouds, to its portfolio in October 2011. “CA Process Automation helps us manage the entire lifecycle of a customer’s IaaS environment with minimal manual intervention,” comments Martin.

Once a request has been submitted via a self-service portal, CA Process Automation automatically provisions virtual infrastructures including virtual machines and storage. Martin adds, “The solution automatically updates our configuration management database (CMDB) with the relevant information and configures backup agents, monitoring and management software to enable immediate management of the service.”

To ensure that Logicalis can cope with rapid expansion, the company also deployed CA Capacity Manager in June 2012. The solution provides a single portal through which Logicalis can view the volume of active customer contracts, how they are aligned to resources, current capacity and when additional investment will be required.

Martin comments, “CA Capacity Manager enables us to seamlessly manage cloud infrastructure capacity across our two datacenters in the US. We have built capacity profiles using its dashboard, which enable us to see at a glance when we need to invest in additional network bandwidth or server capacity.”

CA Privileged Identity Manager™, CA IT Asset Manager and CA Rapid Server Imaging are yet to be deployed, but will also have an important role in Logicalis’ strategy for cloud.

Solution

Integrated monitoring and service management

“CA Process Automation helps us manage the entire lifecycle of a customer’s infrastructure.”

Mike Martin
Senior Vice President of Solutions and Services, Logicalis US
With automated provisioning, integrated management and improved capacity planning, Logicalis can provide customers with cost-effective and highly available cloud-based services.

“By replacing legacy management systems that were costly to license with the CA Technologies solutions, we were able to reduce costs while enhancing our capabilities,” comments Martin.

The CA Technologies solutions enable Logicalis to:

- Meet customer SLAs thanks to extensive monitoring and alerting capabilities that enable rapid incident resolution
- Bring customers on board quickly and launch new services in tight timescales
- Work smarter not harder to minimize customer costs and maximize profitability
- Simplify budgeting for investment in new capacity needed to fulfill customer demand.

“By working with CA Technologies we have been able to establish cloud services that are scalable, highly available and easy to manage,” concludes Martin. “The ability to minimize the costs associated with delivering cloud services means we can charge less, thereby improving our competitive advantage.”

*Please note that, in September 2014, the product names in the original customer success story were updated from “CA Nimsoft Monitor” to “CA Unified Infrastructure Management (CA UIM)”, and “CA ControlMinder” to “CA Privileged Identity Manager”*