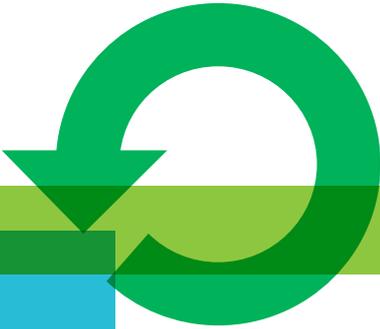


Virtualisation

Making the complex simple, to achieve more effective, integrated, cost-efficient IT infrastructure.



Is your IT infrastructure all over the place and becoming more unwieldy by the day? As IT Infrastructures become more evolved and multi-faceted, the challenges and issues are increasingly intricate. Organisations are struggling to manage and maintain environments that consist of multi vendor, multiple technologies and multiple states of maturity. This level of complexity can make the entire infrastructure unstable and difficult to operate, as your staff finds itself firefighting on numerous fronts:

- Procurement – To replace outdated hardware running mission critical applications.
- Space – Increasingly suppliers demand isolated environments for their software. Additional servers and storage all require valuable space in overcrowded computer rooms.
- IT Cost of Ownership – Capital expenditure in a traditional environment is often unpredictable and funding becomes difficult to justify.
- Risk – Security breaches and breaks in service delivery which are serious enough to raise severe IT governance and compliance issues can occur regularly.
- IT Service Levels - Traditional IT environments do not cater for the differing needs of users, leaving some of your team without adequate access to critical IT resources.
- Lack of flexibility and adaptive IT Infrastructures – The result is that minimal standards are in operation, making it difficult to apply any 'best practice' design or procedures.

Impact of failure to act

Businesses which are not getting to grips with the situation are probably already experiencing any or all of the following:

- Internal pressures to maintain heterogeneous

environments and outdated equipment.

- Growing and unpredictable cost of IT infrastructure.
- Disrupted service delivery affecting the business and causing user downtime.
- Overcrowded computer rooms requiring upgrades to air conditioning, UPS, power.
- Inability to channel IT resources to the users that need it when they need it.
- An infrastructure which is not scalable with no standards applied.

Business Requirements

A wish list for an IT Infrastructure that is ideally suited to your needs, working to peak efficiency, and delivering real value for money, would certainly include:

- Improved IT Service Provision – in one of three ways:
Utilisation: Systems running at optimum capacity
Continuity/Availability: ensuring SLAs met for users
Simplified Management: enabling centralised upgrades and systems management
- Lower Total Cost of Ownership – greater efficiencies required and increased computing performance across a smaller IT infrastructure (servers, storage, software, rack space, switches).
- An Integrated IT Platform – easier to replace hardware running mission critical applications without loss in service.

Achieving these aims calls for a level of expertise, together with a time and space commitment, most organisations simply cannot supply using their in-house resources. The answer is a specialist service provider who can sort out and manage your IT Infrastructure, providing a centralised solution that will allow you and your team to get on with core business functions.

Capita Virtualisation Solution

We know how to simplify matters. Our extensive experience in this area has taught us that centralisation is the key. Capita has proven success across many sectors in delivering technology solutions that will not fail, are flexible enough to grow with customer demand and are constructed with both the needs of the individual business and the wider IT infrastructure in mind. Our comprehensive, integrated approach focuses on these critical areas:

- Server virtualisation technology - allowing you to make better use of your IT assets. Average utilisation rates of just 20 to 30 percent are not uncommon in many organisations and contribute to high costs and wasted IT resources and funds.
- Storage Virtualisation - if you currently rely on a widespread, difficult to manage network of storage devices, we can pool your physical storage into a single 'virtual' storage device managed from a central hub.
- Virtual Server Software - enabling the creation of entire virtual machines in the memory of a host computer.
- Management Software - to provide centralised views and control over an entire IT infrastructure.
- Our Capita team builds business partner solutions that address the real commercial drivers facing your organisation.

Benefits of the Capita Virtualisation Solution

With Capita keeping even the most complex system up to date and up to speed, you can be confident that:

- IT investment is maximised, with systems running at optimum capacity and incremental expenditure on new servers and storage incurred only when absolutely necessary.
- You now have the ability to intelligently balance workflows and system inefficiencies to provide a continuously optimised IT environment.
- Computing issues are rapidly resolved with minimal disruption, because you have in place a centralised, pooled resource and central control.

"The implementation of VMware has allowed the company to reduce the total cost of server ownership and increase hardware utilisation by creating virtual services from the physical IT infrastructure. This approach has allowed us to increase IT efficiency, decrease costs and respond faster to changing business demands".

Maintenance & Contracting Company, UK & Ireland.

- Management is simplified. Because Capita's Virtualisation Solution brings together complex systems, applications and tools across heterogeneous IT environments, we make looking after network devices infinitely more straightforward for IT administrators - enabling centralised workflow management interventions and upgrades, while lightening the licensing load.
- Less in-house resource is required to run the system, freeing up your team to make an additional contribution to IT Service Levels via other projects and/or focus on core business.
- Reduction in unplanned expenditure because your IT Infrastructure is smaller (servers, storage, software, rack space, switches).
- Associated reduction in acquisition, maintenance, power and licensing costs.

