C2 LABS
TAKE BACK CONTROL

Server Automation with ServiceNow, VMware, and Ansible

C2 Labs Experience

❯ Capture existing processes and requirements

❯ Leverage existing investments

❯ Use an Agile methodology to quickly deliver an MVP while expanding functionality in future sprints

❯ Reduce server build times from 30 days to minutes

❯ Deliver runbook, architecture, and governance documents

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Providing DevOps Expertise to Reduce Labor Costs while Standardizing and Automating Server Builds using ServiceNow and VMware

- Our customer needed to reduce manual labor costs and wait times associated with their most common server builds. We leveraged their existing investments in ServiceNow to serve as a front-end to their VMware infrastructure, reducing server build time from days to minutes, with no manual labor or human error

- C2 Labs partnered with our customer and ServiceNow in an Agile manner to design and deliver the solution in 6 weeks, working with the appropriate stakeholders to build out the service catalog, cost data, and logic map to automate the server builds

- C2 Labs integrated the solution with the customers' existing tools, such as Infoblox for IP Address Management (IPAM) and Ansible for automation between ServiceNow and VMware

- We simplified the user experience by exposing the absolute minimum number of fields necessary for a user to request a new VM

- Our solution delivered 3 "t-shirt sized" VMs (S, M, L) including storage within each of our customers' on-premise data centers for Windows Server 2012, Windows Server 2016, and RedHat Enterprise Linux 6, 8, 7.3, and 7.5

Benefits of ServiceNow-VMware Server Automation

Our customers' existing process was almost entirely manual, with most VM server builds taking an average of 30 days to complete. Their incumbent IT solution provider had tried multiple times to automate the server builds, but a standardized repeatable build process did not exist, and there was minimal integration across the teams and processes.

C2 Labs partnered with our customer to quickly:

1. Evaluate the solutions and technology building blocks in place
2. Develop a standardized, repeatable build process
3. Integrate processes with their existing ServiceNow Service Catalog
4. Minimize new tools/expenditures
5. Show chargeback cost to the PMs and business units
6. Document the existing workflow and the new workflows
7. Deliver a working MVP solution in under 6 weeks

While our customer may ultimately move some workloads to the public cloud, they will continue to have a need to provision on-premise VMs. C2 Labs pulled the necessary pieces of this puzzle together to document and implement a working solution that provisioned VMs in the *correct data center*, utilizing the *correct storage* in the *correct network* and ensuring it was *fully supportable and secure*.

This solution fully integrates with the customers' existing Service Catalog, allowing a user to provision a server while seeing related cost data upfront. The appropriate governance processes were set up to approve the VM before the build took place. Once the approval was granted, the user had a Linux VM provisioned in **under 10 minutes**, and a Windows VM in **under 1 hour**.

In addition to the above, C2 Labs provided additional value to the customer by:

- Populating the CMDB in ServiceNow with server build information
- Automating change creation in ServiceNow, including creation of manual change tasks detailed in the customers' existing change process
- Delivering automated notifications and building two-way messaging/feedback to the ServiceNow front-end using Ansible; including VM name, IP address, and other details
- Automating post-provisioning processes for security and monitoring following their existing processes

Extending Server Automation

C2 Labs partnered with our customer and their IT vendors to accelerate this project using their existing tools and business logic to implement a solution that directly delivered value in support of their mission. We were able to utilize their existing investment in ServiceNow, VMware, Ansible, and Infoblox to solve a complex private cloud problem in a way that was specific to this customer's extensive requirements. We believe in being responsible financial stewards for our customers by leveraging our deep domain expertise applied to your existing investments and challenges, unlocking additional value to support your mission.

Our creative problem-solving approach coupled with proven methodologies is core to our value proposition, where we blend **Art** and **Science** to come up with the right approach and solution for each customer. Our automation methodology can easily be extended and repeated utilizing these techniques for you. Contact us today at sales@c2labs.com for a free, no cost consultation.

About C2 Labs

C2 Labs serves as a security-focused agile digital transformation partner that blends Art and Science to enable our customers to expand their vision, drive cultural change, and avoid being left behind. We see Digital Transformation as:

- Applying acceleration in technology to reimagine business models, eliminate technical debt, lower cost, and free customers from bureaucracy in highly regulated industries to not be left behind
- Applying domain expertise in emerging technology to help new organizations securely architect greenfield solutions to compete and thrive in tomorrow's digital ecosystem

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