IT-as-a-Service: Providing Agility with Visibility

> " We were running into challenges with shadow IT, scalability and slow IT service provisioning and knew the cloud could ease these issues but we were looking for a partner who provided a comprehensive and easy-to-use approach to cloud application migration and management.. "

**VICE PRESIDENT AND CTO OF IT
BAYLOR COLLEGE OF MEDICINE**

Baylor
College of
Medicine

BUSINESS

Baylor College of Medicine (BCM) operates more than 90 research and patient care centers and is the only private medical school in the southwestern United States. Located in Houston, BCM is recognized as a premier health sciences university and is known for excellence in education, research, and patient care.

CHALLENGE

Shadow IT solutions implemented by research teams prevented grant money from being effectively used across their organization.

SOLUTION

The BCM IT department extended their CliQr solution with Cisco UCS Director and VMware vCenter to create an effective IT-as-a-Service solution.

BENEFIT

Research teams get on-demand self-service provisioning on an internal private cloud based on Cisco UCS Director and VMware. IT can now control costs and enforce lifecycle management centrally, but continues to provide research teams the flexibility they need.

USE CASE: IT-as-a-Service

Business

Founded in 1900 in Dallas before moving to Waco, Texas in 1903 to establish a formal relationship with Baylor University, BCM runs close to 100 research and patient care centers throughout the United States. A leader in developing innovative surgical techniques since the 1950s, the school is regularly ranked as one of the top medical schools for research by publications such as U.S. News & World Report.

BCM is one of the least expensive private medical schools in the country and matriculates roughly 170 new physicians each year. It is also one of the few medical institutions in the country to offer a Medical Scientist Training Program, which allows exceptionally well-qualified students to complete a combined M.D. and PhD.

Challenge

With a geographically distributed population of medical researchers to serve, BCM IT struggled to meet the computing demands of its constituent teams using a traditional IT model based on provisioning new hardware into centrally managed data centers. Frustrated with long turnaround cycles, individual research teams started to use precious grant money to purchase their computing solutions via external marketplaces like Amazon Web Services and Google Cloud Platform.

This Shadow IT phenomenon led to inefficient use of funds across the entire organization. As are result, different parts of the infrastructure could not communicate effectively with each other across different public clouds. BCM IT had to centrally control costs, ensure that applications from different groups communicate across their network, and maintain the on-demand self-service provisioning that research teams relied on as part of their day-to-day work.

Solution

With CliQr CloudCenter, BCM was able to create an IT-as-a-Service model that gave them exactly what they needed. They deployed a private cloud using Cisco's Unified Computing System (UCS) Manager for the physical hardware and VMware to provision virtual machines in minutes.

To support their research needs, BCM deployed multiple applications on each virtual machines. BCM IT crafted a custom solution using CliQr's RESTful API to extend governance features already available in the CloudCenter. This enabled BCM IT to embed application deployment and virtual machine provisioning directly into existing tools and processes. At the same time, administrators used the CloudCenter user interface to establish enforceable policies throughout the organization. Now, BCM IT centrally controls what users deploy, which applications they deploy, and where they deploy them. These controls mimicked their organizational structure without compromised capability.

Benefit

While BCM decreased their spending on public cloud, they maintained the research teams' ability to provision new, virtualized hardware and deploy much-needed applications within minutes. Central IT control allowed BCM the ability to permit specific teams to burst to the public cloud if capacity on the private cloud becomes an issue. Thus far, it has not, but knowing that CliQr's Application Profiles options are available without having to completely re-engineer their solution brings BCM peace of mind.

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