



## 40-to-4: Delivering a Cloud Management Platform

Sovereign Systems delivered a Cloud Management Platform (CMP) for a Fortune 500 Financial Services Firm, automating a 40-hour provisioning process to less than 4 hours, delivering higher customer satisfaction and achieving overall business objectives.

### The Situation:

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This Fortune 500 Financial Service Firm provides a secure, hosted solution for delivering its software without requiring customers to maintain a large technological footprint (SaaS).

The company was experiencing rapid growth, putting a strain on its resources to provision the numerous environments required to support sales opportunities, new customer enrollments, and existing customer software upgrades.

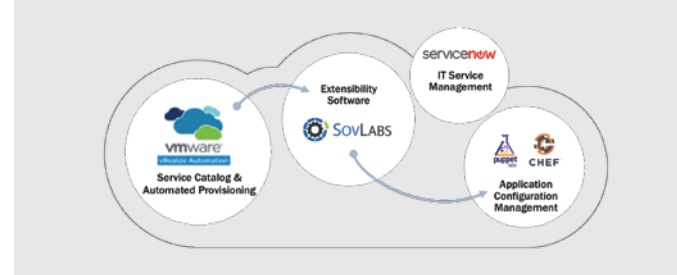
The 40-hour provisioning process involved many manual steps and hand-offs across at least five different teams, a complex task with multiple opportunities for human oversight or error.

New customers had at least three dedicated environments, and the software deployment methodologies required that each major software upgrade included a new environment being provisioned, a process that occurs approximately every 12 to 18 months for most customers.

All in all, the Financial Services Firm spent close to 300 person-hours per week deploying environments, a timeline that placed challenges on the business' ability to react to customer demands and the burden on the team became unsustainable.

## The Solution:

Sovereign Systems instituted a Cloud Management Platform to decrease customer onboarding time by 90 percent, while delivering more repeatable and consistent deployments resulting in higher customer satisfaction and lowering the cost of maintenance.



## The Results:

### INCREASED AGILITY

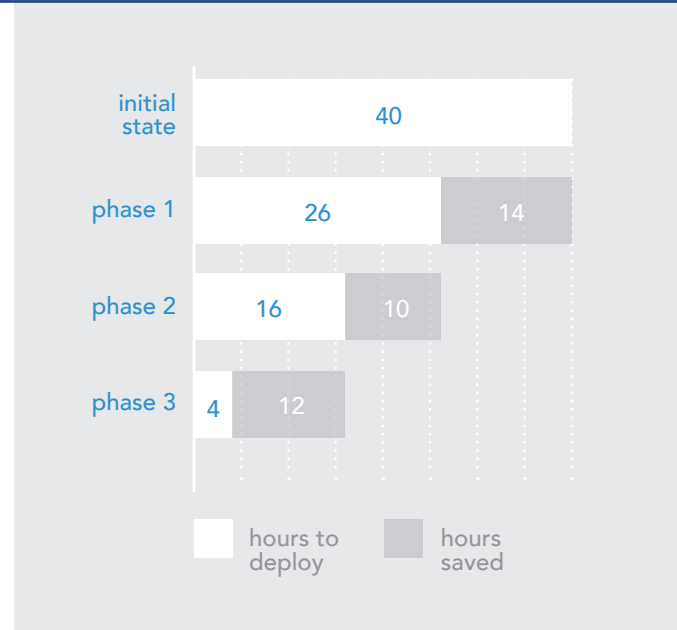
- Dramatically reduced the time to deploy a new environment from 40 hours to less than 4 hours
- Liberated staff to focus on innovation

### AUGMENTED FINANCIAL STEWARDSHIP

- Provided the ability to easily “Right Size” environments, reducing Capital and Operating Expenses
- Delivered financial transparency

### IMPROVED OPERATIONS

- Increased uptime due to reduced configuration drift
- Reduced time-to-resolution
- Proactively monitored performance and capacity usage



## Why Sovereign Systems:

- Industry leading software solutions from SovLabs, a dedicated business unit, that allows customers to rapidly accelerate their automation initiatives
- Premiere partnership with VMware focused on leveraging VMware products offering integrated solutions providing game-changing capabilities around automation and orchestration, cloud management platforms and software defined data centers
- Exemplary project management skills delivering clarity of vision and the ability to execute goals and exceed expectations