



RackN

Enhancing ESXi provisioning efficiency for a leading service provider

+365%

in critical items caught in test

-80%

in # of operations interfaces

+33.2%

workflow success rate

Our Customer

A prominent service provider.

The Challenge

As a product-line operations leader at a major service provider, Tom was caught between a demanding schedule and making ESXi provisioning fit within the constraints of their existing footprint. Specifically, the multi-step process for installing and provisioning VMware ESXi was fragile and difficult to automate. Since their existing automation only had a 75% success rate, it was impossible to meet their service requirements let alone their planned rollout schedule.

Beyond the immediate challenge of improving the success rate, Tom needed to find an automation solution that had very low site to site variation because he didn't have the people needed to track and manage automation at each location. He considered having a centralized control plane, but that created a significant interdependence risk that would subject his automation to even high levels of audit and management review.

He had a real challenge on his hands. Even though ESXi hosting was strategic, it was also different enough from their other products that it could not be easily added into the primary provisioning processes. Unless Tom could find an API driven ESXi provisioning system, he would need to staff a specialized team to extend and maintain custom automation. Even worse for the internal effort, he would have to fight to justify the risks the change would introduce.

Challenges

- Fragile and difficult-to-automate multi-step ESXi installation process
- Low success rate of existing automation
- Need for scalable solution with minimal site-to-site variation

Solution

- Declarative API and event-driven outcomes integrated with existing processes
- Infrastructure as Code (IaC) capabilities enabled precise configuration and automation content definition

Results

- Reliable, consistent ESXi provisioning across multiple sites
- Effortless Digital Rebar integration within existing service architecture
- Simplified expansion with the ability to bring up new sites each quarter

The Solution

Tom had experience with RackN Digital Rebar ESXi workflows from a previous role and decided to evaluate them for this new operation. He knew that its declarative API and event driven outputs would easily map into his company's provisioning process, but he wasn't certain if the platform footprint would fit within the demanding security and networking requirements. He downloaded a self-trial and was able to quickly verify that Digital Rebar service could be easily run inside his existing service architecture.

The Results

In just a few weeks, Tom was able to demonstrate to his management that they could fully implement VMware hosting without requiring any changes or risk to their primary provisioning systems. As an added bonus, the strong IaC features of Digital Rebar mean that he could precisely define the configuration and automation content needed to bring up new sites. This proved essential because the success of the VMware service meant that Tom needed to be able to bring up dozens of new sites each quarter.

While Tom only needed minimal help from RackN, he recalls that the team was always available and ready to assist. They even offered to come in and help when they learned of his aggressive deployment schedule, but he just laughed and said "Digital Rebar just works. It's the one thing I don't have to worry about. I wish my other systems were as easy to get and keep running."



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