



KEY HIGHLIGHTS

INDUSTRY: TELECOMMUNICATION

CHALLENGE

Avaya needed a way to address their hardware-intensive, multi-system test cycle.

SOLUTION

VMware Lab Manager and VMware Infrastructure 3 have helped Avaya lower hardware costs, alleviate space constraints and free up IT time.

VMWARE VIRTUAL INFRASTRUCTURE AT WORK

VMware Infrastructure 3 Enterprise, featuring:

- VMware ESX Server 3
- VMware VirtualCenter 2
- VMotion

VMware Lab Manager

DEPLOYMENT ENVIRONMENT

- ESX Server, Lab Manager, and VirtualCenter on Dell Poweredge 2850 and 2950 with 8 to 16 GB RAM
- Nexsan SATABlade 4 TB Fiber Channel SAN
- Guest operating systems: Windows XP, Vista, Windows Server 2003, Linux 4 ES/AS
- Applications running in virtual machines: CRM, voicemail, Oracle, and Exchange for testing

"We've become hugely reliant on Lab Manager to help us test our software better and faster. Ultimately, we've found VMware not only offers invaluable tools, but a way of life."

Jay M. Leone, Lab Manager, Avaya, Inc.

Avaya

Avaya is a market leader in voice and data technology for the enterprise. The company employs over 20,000 people worldwide developing enterprise telecom and data hardware, VoIP solutions and enterprise communication and contact management applications.

Because Avaya is on the leading edge of converged communications solutions, ensuring that old guard telecom infrastructure interacts seamlessly with newer TCP/IP-based systems, their testing and development requirements are substantial. Multi-tier, multi-system testing is a necessity for many of Avaya's products. These requirements were creating substantial hardware costs, with substantial deployment time and resource management costs, as well.

To solve these problems, Avaya has deployed VMware Lab Manager to manage its virtualized test lab and, thus far, reaped the following benefits.

Results

- Decommissioned 200 physical machines and 100 monitors
- Achieved a consolidation ratio of 12:1 for physical test machines
- Cut lab power consumption by 50 percent, saving \$1300 per month
- Freed up 80 percent of the physical space in test lab
- Enabled lab team to do normal tasks much faster, including setting up and tearing down complex configurations
- Allowed remote access for de-centralized testing users, such as "Work from Home" and secondary sites
- Enabled users to deploy their own virtual machines, freeing up lab management staff for higher-value tasks