



INDUSTRY

Gaming

LOCATION

Las Vegas, Nevada

KEY OBJECTIVES

- Greenfield VMware Cloud Director environment per best practices.
- Ensure it is designed for growth.
- Ensure resiliency.
- Provide customer with single point of access.
- Must be compatible with NSX-V 6.4.4
- Provide trusted secure access to new environment.
- Enable customer to deploy fenced vApps for better security.
- Incorporate monitoring solution.

SOLUTION

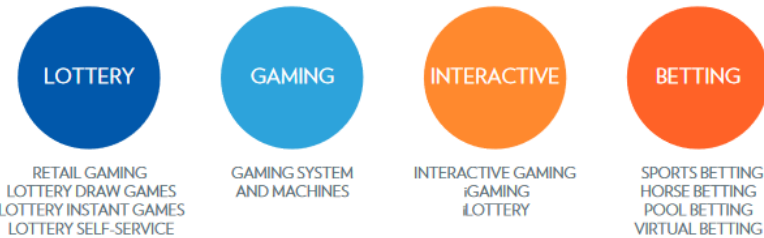
- VMware Cloud Director 9.7 Appliance cluster (3)
- Signed certificates
- Incorporate existing vRealize Operations Manager and Log Insight solutions for monitoring.
- NSX Load Balanced VIP

BUSINESS BENEFITS

- Deployment sized to support future growth.
- Solution deployed per VMware’s documentation, enabling easy support, manageability and upgradability.
- Solution deployed as cluster to promote resiliency, and enable business continuity
- NSX Load Balanced VIP enables traffic flow management, and single access point.

IntegraTouch VMware Professional Services Case Study for IGT Engagement.

International Game Technologies (IGT) is a multinational gambling company listed on the New York Stock Exchange “IGT”, that produces slot machines and other innovative gambling technologies, who’s vision and mission is driving the global gaming entertainment industry for player engagement and growth, in today’s evolving gaming markets. Its holding company headquarters is based out of the UK, with operation headquarters in Las Vegas, Nevada; Rome, Italy; and Providence, Rhode Island. IGT has more than 120,000 employees globally.



IGT provides Business-to-Consumer (B2C) and Business-to-Business (B2B) services and products to customers in more than 100 countries. IGT leverages VMware’s Cloud Director platform, to provide isolated environments connecting thousands of deployed slot machines and other gambling technologies, along with providing lab environments for internal testing and development.

The Challenge

VMware’s limited Professional Services talent pool with VMware Cloud Director skills, enabled IntegraTouch to take the lead on this project leveraging its Senior Consultant’s VMware Cloud Director knowledge and skillset, from working for a previous employer in the VMware Cloud Provider Partner network.

The Solution

IntegraTouch’s Senior Consultant, was able to design and deploy a VMware Cloud Director (vCD) appliance cluster, enabling resiliency and capacity to meet IGT’s current and future needs, running on top of IGT’s already deployed VMware Cloud Foundation environment. IntegraTouch deployed an NFS Linux VM to facilitate required transfer storage needed by vCD, when IGT’s own network attached storage didn’t meet the requirements. IntegraTouch was able to

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VMWARE FOOTPRINT

- VMware Cloud Foundation
- VMware Cloud Director
- Server virtualization
- ESXi Hypervisor
- vCenter Appliance
- NSX-V
- Log Insight
- vRealize Operations Manager

leverage VMware's NSX-V platform to create a single access point for IGT's customers and users, creating a load balanced VIP that balances traffic across the three vCD appliances ensuring optimal performance and uptime. IntegraTouch was able to incorporate IGTs vRealize Operations Manager and Log Insight deployments, to utilize their logging and monitoring capabilities. To enable secure access, IntegraTouch was also able to utilize IGTs Microsoft Certificate Authority, to create signed certificate and install onto the appliances, to enable IGT end users and customers secure access.

IntegraTouch's Professional Services Senior Consultant worked very closely with IGT to ensure the deployed solution worked as expected, and incorporated resources from GSS when necessary to fill knowledge stop gaps, to ensure a successful VMware Professional Services engagement for IGT.

Business Results & Benefits

Representing IntegraTouch and VMware, its Senior Consultant was able to successfully deliver against this Professional Services engagement, leverage NSX-V, VMware Cloud Director (vCD), vRealize Operations Manager and Log Insight capabilities, allowing IGT to leverage the new capabilities of vCD 9.7, and migrate from their old system.

The Senior Consultant was also able to train IGT on the new HTML5 interface of vCD and help guide IGT in creating fenced vApps. When it became necessary, the Senior Consultant was successful in driving support, and facilitating communications from Professional Services, and Global Support Services organizations within VMware, being a champion and advocate for IGT, to aid in the unexpected issues that arose with this deployment. The result being the successful closure of this engagement, and the customer, IGT, being delighted with the final solution.

Looking Ahead

IGT is currently interested in upgrading their VMware Cloud Foundations environment to current releases. This would also enable them to keep current with the latest VMware Cloud Director Release. IntegraTouch and its Senior Consultant, look forward to working with this customer again on future assignments, and others on cloud engagements