

Sigma Group

Sigma Group grows service portfolio and boosts IT agility with Micro Focus Cloud Service Automation and Operations Orchestration, Hybrid Cloud Management Suite.

Overview

Managed services provider Sigma Group wanted to offer its small and medium-size business customers more control over their IT environments. To migrate to hybrid cloud, Sigma chose Micro Focus Cloud Service Automation and Micro Focus Operations Orchestration over Cisco, VMware, Microsoft, and IBM solutions.

Challenge

France-based Sigma has served customers in the retail, insurance, and IT services industries for more than 40 years. To boost customers' IT agility, Sigma leveraged Micro Focus Helion Cloud products and services to launch Infrastructure-as-a-Service (IaaS) and

"The Micro Focus team understood the customer business objectives and helped us implement new and existing services in the cloud platform."

YANN MEGUIRA

Hosting and Managed Services Offering Manager
Sigma Group

Platform-as-a-Service (PaaS) solutions, providing customers with the flexibility of a pay-as-you-go model.

"In less than six months, we went from design to go live," says Yann Meguire, Sigma's hosting and managed services offering manager, describing the build-out of the cloud platform and services.

Solution

A large part of Sigma's business is migrating customers' existing VMware resources into its data center.

"Cloud Service Automation and Operations Orchestration enable us to run on VMware," says Meguire.

After starting its cloud journey, Sigma was able to replace manual IT processes and automate the provisioning of infrastructure that integrates with VMware. Sigma chose this solution because of its superior lifecycle management capabilities and software services expertise. "The collaboration between Sigma and [Micro Focus Professional] Services was a really good way for us to learn more about the available solutions," says Meguire.



SIGMA

At a Glance

■ Industry

Software & Technology

■ Location

Paris, France

■ Challenge

To provide its small and medium-size business customers more control over their IT environments via the cloud.

■ Products and Services

Cloud Service Automation
Operations Orchestration, Hybrid Cloud
Management Suite

■ Critical Success Factors

- + Enabled customer self-service for creating and managing infrastructure
- + Cut the time to deploy a VM from 2 days to 13 minutes, while reducing staff time from 4 hours to about 15 minutes
- + Enabled a flexible provisioning and pricing model

“The advanced capabilities of Cloud Service Automation and Operations Orchestration for managing the service catalog and creating and maintaining new services were the key features that made us [Micro Focus].”

YANN MEGUIRA

Hosting and Managed Services Offering Manager
Sigma Group

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Results

With the solution in place, productivity soared. “We shifted some workload from the expert team to the system admin team for a more fluid process and freed up the experts for higher value projects,” Meguire says.

Working with Software Services, Sigma cut the time needed to deploy a virtual machine from 2 days to 13 minutes—220 times faster. Staff time required went from 4 hours to about 15 minutes.

“The team understood the customer business objectives,” says Meguire, “and helped us implement new and existing services in the cloud platform.”

Sigma planned to deploy a portfolio of new self-service options via hybrid cloud, freeing customers from the need to use managed services and enabling them to customize their environments with backup and additional monitoring, security services such as firewall protection, and load balancing to increase stability.