

# MULTI DOMAIN SERVICE AUTOMATION ORCHESTRATION AND MANAGEMENT

A **\$2.6bn**  
Cloud Service  
Provider

## Overview

The customer is a \$2.6bn American cloud computing company. They want to create integration with cloud services and IT operations making it easy to share information and updates with the customers.

## Challenges

Due to siloed management of each component in the ecosystem the provider was finding it extremely difficult to manage each dislocated system. So the Provider wanted to integrate ITSM to build better service integration and workflow management for process improvement.

## Solution

- **Build:** Development of cloud management portal by using middleware API.
- **Integrate:** Integration of CMDB Atrium for IT service management.
- Integration of cloud management portal with 3rd party public cloud and private cloud (Openstack, Cloudstack)
- Multi cloud management and integration by developing a cloud management portal.

## Outcomes

**2X**

Faster Time to Market

**65%**

Increase in Operational Efficiency