AGENDA

- CDI Overview
- Evolution of the IT Marketplace
- Helping our Customers Execute a Modern IT Strategy
Fully enabled managed and cloud services portfolio

Over 550 clients: Thousands of devices under management

MSPmentor 501: Top ranking

Achieved SSAE 16 SOC 2 Type 2 Certification

CRN Fast Growth 150, Solution Provider 500 and Tech Elite 250

Triple Crown Inaugural Winner

ITIL Governance
CDI: REVENUE AND LOCATIONS

TOTAL REVENUE: $340 MILLION
UNITED STATES: NJ, NY, MA, PA, NC, SC, GA
GLOBAL: SINGAPORE, LONDON, NETHERLANDS, INDIA
EMPLOYEES: Over 330 Employees, 250+ Engineers
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"The CDI Advantage" — Customer Choice in Hybrid IT World

- Automation Orchestration
  - ServiceNow
  - VRA / VRO
  - Chef - Puppet

- Custom Secure Cloud
  - White Glove

- Consulting
  - Big Data/PaaS
  - WEB/FILE/DEV

- Integration
  - Design Build

- Cloud & Managed Services
  - DRaaS
  - BUaaS
  - IaaS
  - NOC

- Converged
  - Private Cloud
  - Hyper-Converged

- SDDC
- ITOM - CMDB

- O365
  - Microsoft Azure
  - SQL / IaaS
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COMMON CHALLENGES IN THE IT MARKETPLACE

The world of many clouds introduces new challenges for IT organizations:

- Asset management becomes more complicated
- Server sprawl spreads to the Cloud
- Service portfolios have to be documented
- Outdated workflows must be redesigned
- Service management needs to be automated
- Organizations must adopt frameworks to increase productivity, improve service, and reduce costs
- IT becomes powerless, dissatisfied end customers
HYBRID CLOUD AUTOMATION FRAMEWORK (HCAF)

- **Why?** – The Story Behind HCAF

- **What?** – CDI’s Solution to Today’s Technology Madness

- **How?** – Advisory Services and Continual Improvement
1. Enable Everything as a Service (XaaS)

2. Become a Cloud Broker and/or Services Provider

3. Ease of Use Consumption
The adoption of hybrid cloud and hyperconverged infrastructures introduces asset management challenges:

- By 2017, 60% of the datacenter-based IT assets will be in colocation, hosting, and cloud data centers.
- Over the next two years, over 60% of companies will rely on advanced automation and qualified service partners to boost efficiency and directly tie datacenter spend to business value.
- 76% of respondents believe IT will become a cloud broker.
- In the next two years, incompatible or immature IT asset management practices will prevent 80% of organizations from being able to take full advantage of converged and software defined IT solutions in their own facilities.
THE NEED FOR AUTOMATION FRAMEWORKS IN IT/ITSM

A Forrester survey of the IT Service Management Forum found organizations that adopted ITIL or similar frameworks:

- Improved staff productivity that allowed the business to become more competitive
- Heightened quality of service that improved uptime and overall customer experience
- Reduced operational costs to reinvest in new and innovative initiatives
- Improved IT’s reputation with the business
**WHAT IS HCAF?**

- “Hybrid Cloud Automation Framework” (**HCAF**)
- Library of processes, products and reference architectures to help our customers design, implement and manage their Hybrid Cloud projects
- HCAF is designed to assist in all aspects of modern cloud-based IT engineering projects including:
  - Flexible starting point and components depending on customer IT maturity level
  - Choice of industry-leading technologies
BEST OF BREED FRAMEWORKS APPLIED TO HYBRID IT

CDI Hybrid Cloud Automation Framework (HCAF)

ITIL
(Process)

TOGAF
(Ref. Architectures)

Six Sigma
(Management)

COBIT
(Governance)

Solution Library

Products & Services
Accelerate time to value and ROI realization
– We can significantly collapse the time for a customer to implement a multi-vendor, multi-cloud “as a service” solution.

Reduce cost, risk and complexity
– We can lower the cost of implementation services and lower the risk for customers because of our pre-tested architectures and experience.

Enable standardization and sustainability
– By leveraging our variety of proven reference architectures, customers extend the “build vs. buy” value proposition beyond the infrastructure layer to the cloud management layer.

Address the entire journey to the cloud
– The HCAF framework can address BOTH operational AND business transformation requirements in order to ensure a customer’s success.

Deliver the benefits of economies of scale
– Customers benefit from continual input and asset growth as the customer base expands.
HCAF Architecture – Promoting Agility

SDDC
- IT Operations Management
  - Capacity Planning
  - Monitoring
  - Event Correlation
  - Logging
  - Performance Management

CMDB
- Assets
- Dependencies
- Forecasting

Business Process Automation
- Process
- Chargeback
- Lifecycle Management

IT Service Management
- 24/7
- Incident
- Problem
- Change
- Knowledge
- Event

Cloud Fabric
- Amazon
- VMware
- vCloud Air
- On-Prem CLOUD

Automation Orchestration
- Standardize
- Modernize
- Life Cycle Management
- Efficiency

Business Management
- Financial
- Regulations
- Compliance
- IT Fulfillment
- Risk Management
HOW TO GET STARTED

Business/Process Advisory Services
Cloud services to address the key steps on the journey to cloud and ITaaS
After selecting a stack, integrations with existing systems and infrastructure and IT services can be built on top.
**TECHNOLOGY REFERENCE ARCHITECTURE SOLUTIONS**

CDI has developed reference architecture solution stacks around the leading cloud technologies. Customers can choose their path or CDI can recommend a solution stack as an output of a Cloud Advisory Services engagement.

<table>
<thead>
<tr>
<th>Platform Component</th>
<th>VMware vRealize Automation (ServiceNow overlay Optional)</th>
<th>VMware vRealize Automation (ServiceNow overlay Optional)</th>
<th>Cisco Cloud Center (CliQr) (ServiceNow overlay Optional)</th>
<th>ServiceNow (ITApp)</th>
<th>OpenStack Horizon</th>
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</thead>
<tbody>
<tr>
<td>Self-Service Portal and Business Orchestration</td>
<td>VMware vRealize Orchestrator, EMC ViPR</td>
<td>VMware vRealize Orchestrator</td>
<td>Cisco CliQr + Cisco UCS Director</td>
<td>ServiceNow</td>
<td>OpenStack Heat</td>
</tr>
<tr>
<td>Technical Orchestration</td>
<td>VMware vRealize Orchestrator, EMC ViPR</td>
<td>VMware vRealize Orchestrator</td>
<td>ServiceNow</td>
<td>OpenStack Heat</td>
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</tbody>
</table>

These reference architectures are flexible and can be customized if needed to integrate with existing customer tools. For example, customers can integrate their own monitoring, orchestration, or configuration management tools to preserve existing investments in those areas.
If a selected reference architecture solution does not fit customer needs, CDI offers choice for any component in the stack.

CDI does not staff “stack specific” engineers – we are technology agnostic.

We hire a foundational skillset that is applicable to a variety of technology tool chains.
Advanced Solutions Group Disciplines

Cloud Advisory Solutions

**Services**
- Cloud Readiness Assessment
- Cloud Maturity Assessment
- Cloud Strategy
- Cloud Operational Readiness

**Technology Partners**
- VMware
- DELL Technologies (EMC)

**Discipline Leader**
John Nazal
Cloud Advisory Solutions Practice Leader

Cloud Infrastructure Solutions

**Services**
- Cloud Management Platform (CMP) design & deployment
- Hybrid Cloud solutions
- Cloud brokering

**Technology Partners**
- Amazon (AWS)
- Microsoft (Azure, Azure Stack)
- VMware (vRA, vCD SP)
- Cisco (CiQr)
- ServiceNow (ITApp)

**Discipline Leader**
Deborah Ryan
Cloud Infrastructure Solutions Practice Leader

Automation and DevOps Solutions

**Services**
- Automation and orchestration
- Configuration management
- Advanced blueprinting
- Cloud integrations

**Technology Partners**
- MCG Automation
- VMware, DELL Technologies (EMC)
- Puppet
- Chef
- Ansible

**Discipline Leader**
William Huber
Automation & DevOps Solutions Practice Leader

ServiceNow Solutions

**Services**
- ServiceNow ITSM
- ServiceNow ITOM
- ServiceNow App/Dev
- ServiceNow integrations

**Technology Partners**
- ServiceNow
- Advanced Solutions Corp
- Tier44

**Discipline Leader**
Joel Kosmich
ServiceNow Solutions Practice Leader
• Linux VM requested by an end user from ServiceNow Catalog
  – Auto-provisioned by vRA/vRO
  – ServiceNow configuration item is created in the CMDB
• User destroys the VM from ServiceNow after they are done with it
• User experience starts and ends in ServiceNow with no VMware interaction required
CDIO COMPUTER DESIGN & INTEGRATION LLC | THANK YOU