

Manpower

VMware and Kelway help Manpower reduce IT complexity and costs

Manpower

Manpower Inc., is a world leader in the employment services industry, specializing in recruitment, employee assessment, training, career transition, organizational consulting and professional financial services. Established in 1948 and headquartered in Milwaukee, Wisconsin, U.S., it has a network of 4,300 offices in 73 countries serving the needs of 400,000 customers per year. Ranked No. 140 in the Fortune 500 list of the United States largest companies, Manpower had revenues of \$16 billion in 2005.

The Challenge

In 2003, Manpower initiated a transformation of the company's IT with the goal of reducing the cost and complexity of information systems, applications and infrastructure. Previously, each country had its own IT team designing, purchasing and implementing different IT systems and applications. This resulted in multiple disparate systems that could not be managed remotely and hindered Manpower's ability to deliver a consistent service to its global customers.

As part of this transformation, three global data centres were established to provide IT services to the entire business, enabling the reduction of costs through server consolidation and containment. This change also meant that Manpower could deliver new IT services more efficiently and meet changing business requirements faster. This new infrastructure would have to deliver high levels of flexibility and reliability, while also being robust enough to meet Manpower's stringent levels of service quality.

Overall, this change in Manpower's IT infrastructure would assist the company in its goal of standardizing on a common set of applications across the entire enterprise.

"We have a responsibility to deliver the best possible IT services at the lowest possible price to every Manpower office. VMware technology has helped us to streamline processes, provision services faster and increase efficiency, which benefits the entire business."

Si Chan, infrastructure development manager, Manpower

The Solution

Migrating infrastructure services from each of Manpower's 73 territories to three data centres in Warwick, UK, Milwaukee, Wisconsin, U.S., and Singapore required careful planning and advanced tools.

The transformation began in 2004 with three concurrent projects in which VMware virtual infrastructure played a vital role. These projects involved the migration and decommissioning of 150 physical servers from Slough to Warwick in the UK; the migration of a new front office system for Manpower Germany to the new UK-based data centre; and the end of service provision from an Internet hosting provider in Belgium for all European websites. These are just the first three projects in a long-term strategy that will see the vast majority of IT services infrastructure across over 20 countries and Manpower subsidiaries in the EMEA region hosted from a single data centre.

"VMware virtual infrastructure has become an integral part of our data centre that we couldn't do without," said Si Chan, infrastructure development manager, Manpower. "It enables us to reduce complexity, deploy new services at great speed and offer a more consistent service to the business at a lower cost. VMware technology has been an extremely worthwhile investment, without which we would not be able to meet challenging customer deadlines."

With assistance in Europe from Kelway, a VMware® Enterprise Partner, Manpower also used VMware® P2V Assistant to transform older physical servers into virtual machines. These were then moved to the new data centre by simply copying a file. A number of legacy NT4 machines were rebuilt as VMware® ESX Server virtual machines as a faster alternative to refreshing the operating system on a physical machine.

The Results

The new approach to infrastructure has already delivered the following benefits:

Cost avoidance of \$200,000 in first year. Potential operating expenses have been cut through server consolidation, which has reduced hardware expenditure and maintenance costs. The total cost of ownership of each virtual machine has also proved to be nearly half that of a physical server equivalent.

Easy remote management. The UK-based data centre is located

in Warwick, but can be managed by members of the technical support team throughout Europe using VMware® VirtualCentre. This increases the productivity of the team, dramatically reduces the need for travel between sites and enables resource sharing and collaboration between countries.

Speed of deployment. The GTS team has upgraded, virtualized and deployed 200 servers in just six months with a technical team of 10. As a result of this, the requirement to move the UK data centre quickly was met.

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