

Customer Success Story

Real-time Remote Workforce Enablement

Requiring a flexible and high-performance solution, Cox uses Virtuozzo to build a virtual server infrastructure to serve remote workers with a customized central desktop.

Business Challenge

Cox Communications in Arizona was looking for a way to deploy and manage the IT requirements of its decentralized customer support team comprised of over a hundred people. Cox has a large IT department of seventy, but only four are designated as server design and support of internal resources. The final solution had to be simple to support and deploy and efficient to manage.

With each of the employees working remotely, the IT department had to find a way to manage complexities such as software patch management and updates. Ideally the IT department wanted to keep all of the applications centralized on a server and allow employees to remotely access the applications. Probably the biggest challenge they faced was their proprietary call-center application. The application was designed to run on a single desktop, and now they needed to deploy it on a centralized server and offer many concurrent instances of the application. They needed to provide employees with the full functionality of a standalone PC without providing local copies of the software. Initially they investigated redesigning the application but found that option was cost-prohibitive, so Cox then considered different ways to virtualize the application.

Evaluation

VMware paired with Citrix was considered as a solution to support the legacy call center application. VMware met a lot of the requirements, but again the total packaged exceeded the cost limitations for the organization. Particularly with the limitation of server density, Cox was unable to put enough virtual machines on a single server to make it financially logical. Keith Hubbard, Cox Server Team Manager, evaluated Virtuozzo at the suggestion of Thin Client Computing, a trusted reseller.

Virtuozzo Solution and Implementation

Virtuozzo ended up as the perfect solution to help Hubbard and the server team build a flexible and easy to manage infrastructure for its support staff. Cox built a complex networking schema that included load balancing on the front end when support staff called into the data center. The support staff RDPs into the data center and the load balancers forward users on to an available Virtuozzo server.

Cox created a library of templates that configure and provision an environment that includes and supports the proprietary call center application. Each Virtuozzo server had a virtual environment that each support person had access to, with the correct template. Each Virtuozzo server was configured with 60 virtual environments.



As the fourth-largest cable provider in the nation, Cox Communications Inc. is noted for its high-capacity, reliable broadband delivery network as well as the company's ability to provide superior customer service.

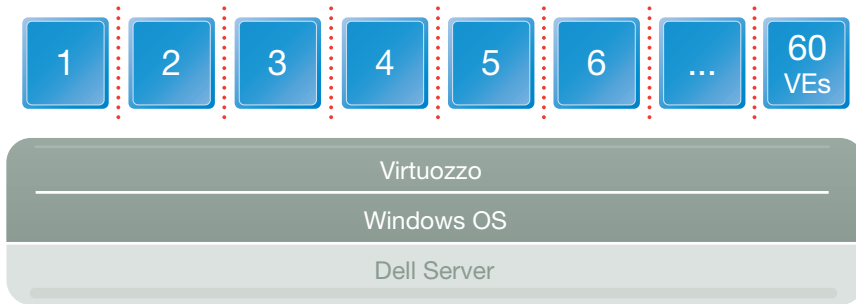
“Cox had an immediate ROI of 300%.”

— Keith Hubbard,
 Server Team Manager,
 Cox Communications

Virtuozzo Solutions:

- **Server and OS Consolidation**
- Business Continuity (HA/DR)
- **Centralized Desktop Management**
- Dynamic Workload Management
- Internal and Commercial Hosting
- Development and Testing

With Virtuozzo's templating and unique architecture, on a single server, the IT department only has to manage a single centralized OS and a single instance of each of the applications. This management structure is highly efficient, and is easily supported by the existing IT server team. "The templates and the single copies of software make the configuration really simple to manage," said Hubbard.



Results

Before considering Virtuozzo, Cox was faced with the prospect of deploying VMware to support the legacy application. By deploying Virtuozzo, it saved an immediate \$100,000 in licensing costs and another \$50,000 in secondary software licensing consolidation. Cox had an immediate ROI of 300%.

Future Plans

Cox is continuing to support its unique call center application on Windows 2003 servers. It plans to extend its Virtuozzo deployment into Linux and deploy both .Net and Java development servers.

Learn more at www.ssoft.com/virtuozzo

Hardware

- Dell 2850
- 2.8 GHz dual-core processor
- 4GB RAM

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Cox Communications

Software Applications

- Call center telephony application
- Citrix Presentation server
- Visual Studio
- Java



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