

Unified Infrastructure Management

Bespin Global Supports Business Growth with Unified Infrastructure Management

Business

Based in South Korea and China, Bespin Global helps organizations successfully move to the cloud by providing consulting, migration, and managed services across a range of cloud platforms.

Challenge

To provide the performance and reliability that its clients expect, Bespin Global must be able to monitor and manage both physical and cloud infrastructures.

Solution

With Unified Infrastructure Management, Bespin Global has a single, consolidated view of not only physical infrastructures, but also the full range of cloud platforms, such as Amazon Web Services (AWS).

Benefits

The solution from CA Technologies, A Broadcom Company, enables Bespin Global to provide efficient, scalable and high quality managed services, which will help the company grow.



Client Profile

Organization: Bespin Global

Industry: Information Technology

Business

Helping Organizations Adopt Cloud

Bespin Global is a cloud management provider based in South Korea and China. It is focused on helping organizations successfully move to the cloud to be more agile, reduce costs, and grow their business.

The company provides consulting, migration and managed services and solutions across a range of platforms including AWS. It has developed its own cloud management platform called Bespin Service Platform to automate many tasks.

Bespin Global's expertise has helped clients, ranging from startups to large-scale public data center providers, to implement and operate a wide range of solutions, including overseas deployments in the US and Europe.

“Traditional businesses that previously didn’t have to concern themselves much with the Internet and cloud now need to quickly adapt and adopt new technologies.”

– John Hanjoo Lee, CEO and co-founder of Bepin Global

Challenge

Ensuring High Performance Levels

Adopting cloud is no longer an option for today’s businesses. Offering greater agility and scalability and lower costs, moving to the cloud is now more a matter of “when” and “how” rather than “if.”

John Hanjoo Lee, CEO and co-founder of Bepin Global, explains, “The advent of the application economy demands digital transformation. Traditional businesses that previously didn’t have to concern themselves much with the Internet and cloud now need to quickly adapt and adopt new technologies.”

Nevertheless, many legacy workloads continue to reside on a physical architecture, which often means that large organizations now need to ensure the efficiency and performance of two different platforms—physical and cloud.

As a managed service provider, Bepin Global needs objective and reliable data to safeguard IT performance for its clients. John Lee comments, “Bepin Global’s success relies on helping our clients succeed. In order to provide high quality managed services, we must be able to monitor and manage physical and cloud infrastructures.”

The company recognized that to achieve this, it needed an infrastructure monitoring tool that would provide both a holistic and a granular view.

Solution

Holistic Monitoring and Management

In 2016, Bepin Global decided to implement Unified Infrastructure Management, a solution from CA Technologies, A Broadcom Company. “Monitoring is a cornerstone for providing managed services, so we wanted to partner with a company with a deep understanding of monitoring and a commitment to continually improving and innovating its solutions to meet future needs,” explains John Lee. “We felt that CA Technologies was such a company, and so selected Unified Infrastructure Management.”

Unified Infrastructure Management enables Bepin Global to monitor not only physical infrastructures, but also AWS. At the cloud infrastructure and platform level, Unified Infrastructure Management supports key AWS Services: AWS CloudWatch, EC2, EBS, ELB, Auto Scaling, S3, ElastiCache, SQS, SNS, ECS, Route 53, DynamoDB, RDS, and Lambda. On top of these core services, Unified Infrastructure Management supports various workloads running on-premises and on the AWS cloud. It supports more than 100 technologies spanning applications, databases, servers and storage, some of which could be running on non-AWS infrastructure. Bepin Global can manage these assets through a single pane of glass and can also plan for cloud bursting to AWS if the on-premises assets run out of capacity.

Unified Infrastructure Management is closely integrated with Bepin Service Platform. “Previously, we would have used two separate tools which meant trying to combine and understand two sets of data. With Unified Infrastructure Management, we can use one solution to monitor physical and cloud platforms, and have a single dashboard view of all the data from both. This reduces the variables and makes pinpointing problems much quicker and easier,” comments John Lee.

“We can deliver the high levels of service our clients expect, which is vital to our expansion.”

– John Hanjoo Lee, CEO and co-founder of Bepin Global

For example, Bepin Global has a client with currently more than 100 million of its products in 170 countries. All the products are connected to the Internet generating data and continuous customer interactions with its applications. Bepin Global needs to constantly manage the supporting infrastructure, and rapidly fix any problems.

John Lee says, “Operations of such a magnitude require large-scale, world-class solutions. The CA Technologies solution provides the granular level of detail that enables us to provide a complete picture to our clients.”

Managing infrastructure on the public cloud also requires service level agreements (SLAs) and uptime guarantees. Unified Infrastructure Management provides the data Bepin Global needs to report against SLAs and ensure it consistently complies with them.

The CA Technologies solution now underpins the premium cloud service at the company. This service includes asset management, billing, and metering as well as workflow management.

Benefit

Supporting Innovation and Transformation

Unified Infrastructure Management provides Bepin Global with a single, consolidated view of both physical data centers and cloud platforms.

John Lee comments, “With Unified Infrastructure Management, we can deliver the high levels of service our clients expect, which is vital to our expansion.”

By implementing the CA Technologies solution for monitoring and management, Bepin Global has been able to do the following:

- Enhance customer service with stringent SLAs
- Increase efficiency with powerful and streamlined monitoring
- Support growth of customer needs with scalable services
- Enable future business growth

John Lee concludes, “Unified Infrastructure Management offers streamlined and automated capabilities that will enable us to fully take advantage of the cloud revolution, now and in the future, so we can continue to help our clients succeed and grow our business.”

For more information, please visit broadcom.com.