

VMware vCloud Request Manager

Deploy Private Clouds with Confidence and Control

AT A GLANCE

VMware vCloud™ Request Manager enhances governance and control of private cloud infrastructures based on VMware vCloud Director. VMware vCloud Request Manager adds sophisticated approval workflows to provisioning requests, automatically tracks software license usage, and enforces standardized settings on cloud partitions. The result is an out-of-the-box solution that enterprises can use to enable rapid provisioning of private cloud resources with confidence and control.

KEY BENEFITS

- Avoid virtual machine sprawl by enforcing business policies and procedures.
- Maximize efficiency and service delivery by automating provisioning processes.
- Simplify the experience for consumers of cloud-based services.
- Minimize private cloud deployment and administration costs.

What is VMware vCloud Request Manager?

VMware vCloud Request Manager is an add-on for VMware vCloud Director (licensed separately) that enhances governance and control for private cloud infrastructures.

VMware vCloud Request Manager gives cloud administrators the ability to govern the request and approval processes that underpin the provisioning of vApps, and to ensure that cloud partitions (known as organizations in VMware vCloud Director) adhere to standard policies. The solution also provides a unified experience for private cloud consumers and dramatically simplifies the process of requesting new cloud resources and vApps.

How Does VMware vCloud Request Manager Work?

VMware vCloud Request Manager provides a request portal and workflow engine that communicates with VMware vCloud Director through the VMware vCloud API.

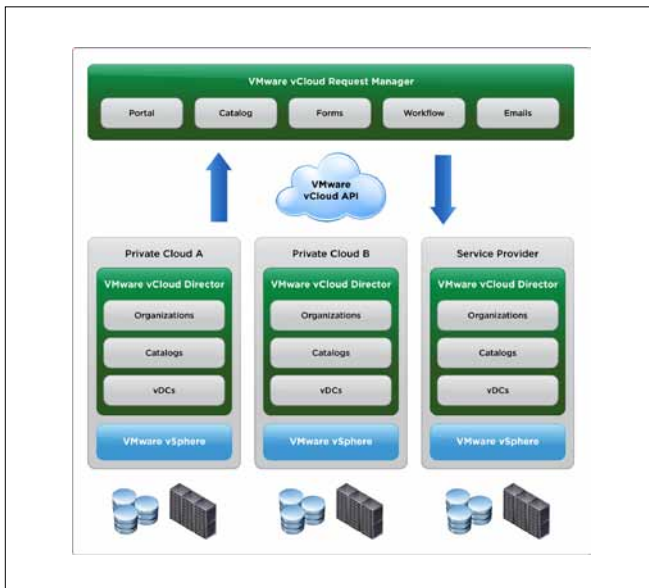
Consumers of cloud resources (cloud consumers) can create their own organizations and provision new vApps using the browser-based portal to initiate requests. They receive emailed notifications of the results of these requests and emailed approvals that require their action.

Cloud administrators define provisioning approval processes using the graphical workflow modeler and associate software licenses with vApp templates. They can also define blueprints to ensure each organization adheres to specified policies and resources limits.

The actual provisioning takes place through VMware vCloud Director, driven by the VMware vCloud API. VMware vCloud Request Manager can support multiple private clouds, and can be extended to public clouds in support of hybrid cloud strategies.

How is VMware vCloud Request Manager Used?

- **Streamline provisioning** – Add sophisticated, transparent approval workflows to provisioning requests for cloud resources and vApps.



VMware vCloud Request Manager provides a unified experience for consuming IT resources in private cloud infrastructures.

- **Software license tracking** – Automatically track and control software license usage for vApps as they are commissioned and decommissioned.
- **Policy-based cloud partitioning** – Create blueprints that encapsulate standard organization settings to simplify cloud administration and streamline the request submission process for cloud consumers.

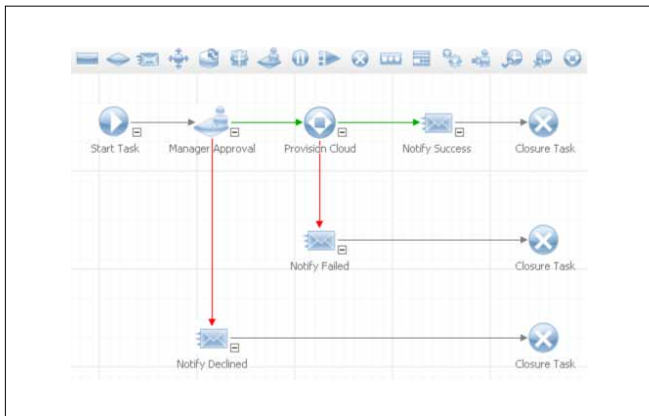
Key Features

Cloud Consumer Provisioning Portal

With VMware vCloud Request Manager, cloud consumers get a simple, modern, browser-based portal for requesting new vApps and resources. This portal provides a rich user experience that drives adoption and satisfaction, and it works seamlessly across the many Web browsers and endpoint devices being used in the enterprise.

Workflow Automation

The graphical workflow designer lets cloud administrators model sophisticated processes for approvals, software license allocation, provisioning, and email notifications. This includes the ability to send approvals to multiple recipients, or even to dynamically determined approvers.



VMware vCloud Request Manager adds sophisticated workflow automation to existing provisioning processes.

Workflow automation enables customers to maximize efficiency through the elimination of costly and error-prone manual tasks. It also optimizes service delivery by minimizing the time to provision infrastructure, and enforces and audits best practices.

Software License Management

Cloud administrators and asset managers can associate third-party software licenses with each vApp template. Once this is done, the provisioning workflow will automatically allocate the appropriate licenses when new vApps are provisioned based on that template—and it won't allow a request to proceed if there are no licenses available.

VMware vCloud Request Manager also detects when a vApp is deleted, either automatically through the expiration of its lease or manually from the VMware vCloud Director console, and will free up the associated licenses for re-use. By automating the tracking of software license, VMware vCloud Request Manager helps ensure compliance with third-party software license agreements.

Email Notifications

Approval and success notifications are sent via email with contextually relevant information such as links to provisioned vApps and comments from approvers. This keeps cloud consumers informed in an increasingly mobile workforce, and enables managers to respond to approval requests directly from their handheld devices.

Blueprints

Cloud administrators can use VMware vCloud Request Manager to define blueprints that encapsulate settings such as virtual machine quotas, cost allocation models, default leases, and settings for computing, networking and storage resources, which are then assigned to organizations. The use of blueprints helps to simplify cloud administration and streamline the request submission process by enforcing standardization for each organization to reduce variations.

Rapid Deployment

VMware vCloud Request Manager comes preconfigured with provisioning workflows and email templates, providing enhanced compliance and control for private clouds with minimal configuration. This not only helps enterprises deploy private clouds quickly, but also eliminates the cost and risk associated custom software development.

Find Out More

For information or to purchase VMware products, call 877-4-VMWARE, visit www.vmware.com, or search online for an authorized reseller. For detailed specifications and requirements, refer to the VMware vCloud Request Manager documentation.

