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How hybrid cloud management opened new revenue opportunities for IT service provider Intdev

Business and IT profile

As part of Alivia Holdings, one of the largest IT solutions groups in South Africa, Intdev Internet Technologies is an IT services company known for its comprehensive, customized IT and communications solutions and managed services.

Established in 1998, Intdev stands out as a trusted IT and technology partner for more than 300 clients and has been recognized with more than 20 industry awards. Primary offerings span virtual server hosting, cloud infrastructure, licensing, connectivity, and cybersecurity, plus complementary services like back-up and data protection, risk and compliance, network monitoring, and media services.

Challenges

As a managed service provider, Intdev needed to modernize its approach to IT service delivery to meet needs of a much more cloud-savvy customer base. The focus was on:

- **End-user enablement**—Empowering Intdev clients by giving them direct access to provision and manage services.
- **Customer experience**—Enabling clients to brand IT solutions as their own (which was particularly appealing to IT service providers looking to expand service offerings without investing in developing solutions from scratch).



Technology stack

Network Security

- Fortinet
- Trellix
- SALT

Cloud Infrastructure

- Microsoft Azure Stack/Hyper-V
- Microsoft Azure Public
- Axiz Servers
- Axiz Storage

Adjacent Tooling

- Greenbone OpenVAS
- ManageEngine Patching
- PRTG Network Monitor
- Veeam Data Protection

Cloud Management Layer

- IntDev Cloud Portal—Powered by HPE Morpheus Enterprise Software

- **Consumption flexibility**—Accommodating diverse client needs, including subscription-based models, pay-as-you-go options, and customized enterprise packages to shift from CapEx- to OpEx-based IT.
- **Control and insights**—Offering comprehensive tools and access rights to manage services, resources, and data effectively while ensuring transparency so clients can make informed decisions.

In addition, the Intdev Ops team needed to integrate back-end systems and ticketing to provide real-time information and control.

To address these challenges, Intdev made plans to invest in foundational cloud infrastructure, security processes, client-facing portals, and orchestration across tools and technologies. Focusing on the client experience by offering tailored solutions, responsive support, and transparent communication would allow Intdev to strengthen its position as a preferred IT and technology partner.

HPE Morpheus Enterprise was selected to be an integral part of this go-forward strategy as the client-facing portal and orchestration platform for service delivery.

HPE Morpheus Enterprise

HPE Morpheus Enterprise provided Intdev with a comprehensive set of capabilities to automate, orchestrate, and manage service delivery across public clouds and on-premises infrastructure well suited to meet the needs of enterprise clients. The solution mapped to the project's overall goals and objectives, specifically providing:

- **Self-service portal**—Enabling users to provision, manage, and decommission various IT resources from a catalog without the need for deep technical knowledge or manual work from IT operations staff.
- **White-label solutions**—Featuring an API-driven architecture and mechanisms to create customized, branded portals, leveraging HPE Morpheus Software capabilities while presenting a consistent brand experience to Intdev users.
- **Pricing and cost tracking**—Associating pricing and plans to services, metering the use of those services, providing reporting and analytics to help better understand IT spend, and optimizing resource usage with guidance and rightsizing.
- **Role-based access**—Giving Intdev clients and operations teams complete visibility and control over environments spanning private, public, and hosted cloud, including role-based governance of application lifecycles.



By combining the advantages offered by the Morpheus team with the technical and operational benefits of the Morpheus solution, Intdev achieved a highly efficient, secure, and cost-effective cloud management strategy. This collaboration led to improved service delivery for our enterprise clients, enhanced agility, and the ability to innovate more rapidly in response to market demands.”

– Pedro Maia, Managing Director, Intdev Internet Technologies



Outcomes & advice

For Intdev, leveraging the HPE Morpheus Enterprise cloud management platform underscores the transformative impact that a unified platform approach can have on IT service providers.

Empowering end-users improves agility and increases consumption: Implementing a self-service portal and marketplace through HPE Morpheus Enterprise provided Intdev clients autonomy, flexibility, and speed in provisioning and managing IT resources. They're now able to focus more on individual business projects rather than worry about underlying infrastructure. Ease of end-user provisioning is an added benefit for Intdev, leading to an increase in services requested by end users.

Embracing automation speeds delivery and improves profitability: With more than 90% improvement in service delivery reported, the automation and self-services capabilities enabled by the HPE Morpheus Enterprise platform significantly reduce the time and effort required to manage IT resources from provisioning to decommissioning. This not only enhances client satisfaction and loyalty but also reduces the cost of delivering services. The HPE Morpheus Enterprise automation creates less reliance on expensive cloud engineers for manual tasks.

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Agnosticism and experience opens up new business

directions: Operational and integration capabilities with third-party tools bring Intdev and its clients increased flexibility while mitigating the risk of lock-in to a single hypervisor or cloud provider. HPE Morpheus Enterprise experience in working with global service providers plus the extensibility of the platform framework offers a futureproof foundation for Intdev to continue innovating with technology partners for its clients.

What's next?

The success Intdev is experiencing from implementing the HPE Morpheus Enterprise cloud management platform for enterprise customers is setting a precedent for future developments. To build on their success, Intdev plans to continuously update and expand its marketplace with new services and applications to meet evolving client needs.

To gain insights for further improvements, Intdev is collecting and analyzing feedback from its clients on the self-service portal and marketplace. An increased focus on education and support will ensure clients are well-informed about the full capabilities of the HPE Morpheus Enterprise platform and how to integrate third-party applications effectively.



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Updates

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