

# Discovering new levels of agility with hybrid-cloud self-service and DevOps automation.



AstraZeneca is a global, science-led bio-pharmaceutical business that delivers innovative and life-changing medicines used by millions of patients worldwide. Operating in over 100 countries, with hundreds of projects in its pipeline at any given time, the company focuses on the discovery, development and commercialization of prescription medicines primarily for Oncology, Cardiovascular, Renal and Metabolism and Respiratory Therapy.

## IT PROFILE

AstraZeneca operates one of the most robust hybrid IT environments in the bio-pharmaceutical industry. Arguably one of the busiest and brightest in the business, the company's enterprise IT organization oversees more than **16,000 virtual and physical servers** and **2,700 applications** across **15 global locations** spanning on-prem VMware infrastructure and multiple public cloud providers including AWS, Microsoft Azure, and Google Cloud Platform.

*"Our agility and performance with Morpheus surpassed all expectations. Service delivery used to take 80 hours per server end-to-end, but now we can provision 30 servers at a time in 27 minutes start to finish. We couldn't have realized this level of automation with a traditional CMP."*

## CHALLENGE

AstraZeneca's Global Infrastructure Services (GIS) division acts as the centralized architecture and engineering team to support the huge volumes of IaaS and PaaS requests coming from seven key business units.

Like most industries today, bio-pharmaceuticals is a segment where time is the enemy. Speed is the currency of competitive differentiation and as such the GIS leadership is under constant pressure to deliver more value in less time. After analyzing processes, the team determined that developer requests for resources took an average of 80 man-hours to fully deliver in a production ready state because of manual handoffs and approvals across systems and teams.

- Requester provides build details
- Network Services team request IP addresses
- IAM Services group creates DNS records
- OS Support team provisions first three stages
- Servers added to patching and monitoring
- Protection adds job, then configure and test
- Completion of qualification and compliance
- QCS team review and final approval

The company was simply growing too quickly to continue with this type of bottleneck. The GIS team knew that unless they introduced additional automation and orchestration to streamline their processes, it could hinder future delivery times to their internal clients.



## RESULTS OVER THE LAST 3+ YEARS

Server and application builds went from a manual high-touch process to a fully automated and standardized workflow across on-premises and public clouds with the entire process taking less than 20 minutes.

Since implementation in 2017, AstraZeneca has focused on increased automation with the ultimate goal of 'automating everything'. In an industry used to increasingly heightened regulatory compliance this has included, for example, automating build provisioning to ensure SOX and GxP compliance.

AstraZeneca saw initial savings in excess of \$2.4M through reduced labor cost and reduction in delays through automation. The team has expanded use of the Morpheus platform and efficiencies have continued to skyrocket while keeping up with constantly changing business demands. **In the three years since deployment the company has seen provisioning savings alone in excess of \$6M.**

The move away from the ServiceNow Service Portal to the native Morpheus interface led to significantly decreased wait times, a reduction in shadow IT, and has saved costs through automation. Further adoption of the Morpheus persona-based interface will give additional non-technical users simple self-service IT.

### Benefit highlights include:

- **Greater developer agility.** End-to-end deployment times improved by 177x with the orchestration automation capabilities of Morpheus.
- **Rapid and straightforward deployment.** Started provisioning new machines within 10 minutes of installation and fully deployed in production worldwide in less than 90 days.
- **Unified orchestration from ITSM to CI/CD.** Service request via ServiceNow or API plus SaltStack integration to deploy agents and manage highstate.
- **Increased workforce productivity.** Completed deployment phase of a nine-month infrastructure transformation project nearly six months ahead of schedule.

## ADVICE FOR OTHERS

From design to proof of concept and throughout the life-cycle, the team recommends working hand-in-hand with your orchestration vendor especially when challenges arise.

*"That's when companies know they are truly partnered,"* according to one team member. *"Morpheus' questions helped us evaluate our issues in a way we were not even aware of. The work benefited both teams, and this type of trusted partnership is critical when you're dealing with something as integral to IT as multi-cloud orchestration."*



Learn more at [www.morpheusdata.com](http://www.morpheusdata.com)

Copyright 2021 Morpheus Data LLC. All Rights Reserved.

