A Financial Major Unifies Hybrid Cloud Operations with XaasIO CMP

Unified hybrid cloud management, automated provisioning, Day-2 automation and FinOps

XaasIO Cloud Management Platform brings inventory, self-service and lifecycle operations into one governed experience across virtualization, public cloud and bare metal. BMC Helix ITSM, Ansible, XaasIO MLT and XaasIO FinOps connect service delivery, operational visibility and cost control.



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EXECUTIVE SUMMARY

The Financial Major operated a hybrid estate across Red Hat OpenShift Virtualization, Microsoft Hyper-V, VMware, Microsoft Azure, AWS and bare metal. Application and VM requests were fulfilled manually by a managed services team, creating delays, operational dependency and inconsistent fulfillment.

XaasIO CMP was implemented as the unified hybrid cloud control plane for inventory, self-service provisioning, approval-based governance and lifecycle management. The solution combines BMC Helix ITSM integration, Ansible-based Day-2 automation, XaasIO MLT and the XaasIO FinOps Module.

BUSINESS DRIVERS

- Replace manual application and VM provisioning with predictable, automated fulfillment.
- Unify inventory and lifecycle management across fragmented environments.
- Provide an approved Application and OS Catalog for self-service requests.
- Standardize post-provision operations and improve workload visibility.
- Strengthen cost governance while preserving existing BMC Helix ITSM processes.

KEY OUTCOMES

- **Catalog-driven fulfillment** — Approved BMC Helix ITSM requests are provisioned automatically.
- **Unified inventory** — A single control plane across virtualization, cloud and physical infrastructure.
- **360-degree insight** — Operational, service-management and cost context linked to each asset.
- **Repeatable Day-2 operations** — Ansible execution orchestrated and governed through CMP.
- **FinOps-driven governance** — Cost visibility, budgets, anomaly detection and optimization insight.

IMPLEMENTED PLATFORM

XaasIO CMP — Inventory, provisioning, governance, orchestration and lifecycle management.

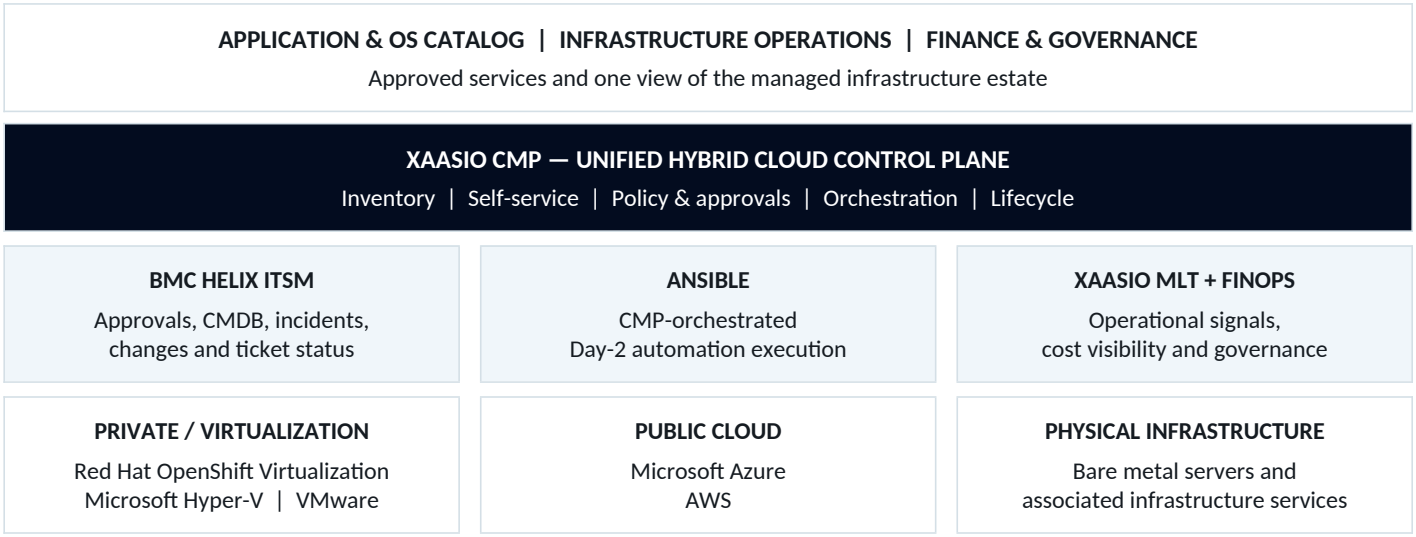
XaasIO MLT — Monitoring, logging, telemetry, alerts and SLA insight.

XaasIO FinOps Module — Cost analysis, budgets, forecasting and optimization.

BMC Helix ITSM — Existing approval, CMDB, incident and change processes.

Ansible — Day-2 automation execution orchestrated from CMP.

IMPLEMENTED ARCHITECTURE



Base virtualization engine: Red Hat OpenShift Virtualization. XaasIO CMP extends management across the wider hybrid estate.

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AUTOMATION WITH ENTERPRISE GOVERNANCE

Catalog-driven requests follow the Financial Major's existing approval and change processes. XaasIO CMP governs the workflow; Ansible executes the Day-2 automation.

FROM CATALOG REQUEST TO MANAGED WORKLOAD

01

SELECT

Choose an approved OS, application blueprint or infrastructure service.

02

APPROVE

Route the request through BMC Helix ITSM for approval.

03

PROVISION

XaasIO CMP automatically provisions the selected target platform.

04

AUTOMATE

Ansible executes Day-2 tasks orchestrated from XaasIO CMP.

05

ASSOCIATE

Link operational, protection, ITSM, SIEM and FinOps context.

BMC HELIX ITSM INTEGRATION

Automation remains aligned with the customer's service-management processes rather than creating a separate approval path.

- Approval-based provisioning and governed deprovisioning.
- Incident creation from the CMP console.
- Change-request workflows aligned to enterprise controls.
- Bidirectional ticket and status updates to CMP.
- Alignment with approval, CMDB, incident and change-management processes.

CMP manages the request, policy, approval, target environment, workflow state and execution context. Ansible carries out the automation tasks.

ANSIBLE-BASED DAY-2 AUTOMATION

Typical Day-2 use cases described in the project include:

- **Configure** — Post-provision OS, application and middleware setup; user, access and configuration changes.
- **Onboard** — Monitoring agent installation, logging and telemetry onboarding.
- **Protect** — Backup and replication policy configuration.
- **Maintain** — Patch management, security hardening and compliance remediation.
- **Operate** — Operational runbooks, service restart and recovery workflows.

360-DEGREE INFRASTRUCTURE INSIGHT

XaasIO Monitoring, Logging and Telemetry Platform provides end-to-end observability, real-time monitoring and alerts, centralized log analysis, advanced telemetry, application performance monitoring and SLA monitoring.

For each VM, cloud instance and physical server, infrastructure operations teams can view:

ASSET & LIFECYCLE

Platform and hosting location; application and service integrations; lifecycle state.

OBSERVABILITY

Monitoring status; logging and telemetry data; observability metrics.

PROTECTION & GOVERNANCE

Backup and replication status; SIEM incidents; BMC Helix ITSM tickets and change records; compliance and policy status.

COST & BUDGET

Cost and budget information from XaasIO FinOps, associated with the managed workload.

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COST-AWARE HYBRID CLOUD OPERATIONS

The XaasIO FinOps Module adds financial visibility to infrastructure operations, enabling cost, budget and governance considerations to inform service requests before resources are consumed.

XAASIO FINOPS MODULE

The Financial Major gains cloud-agnostic cost visibility, granular asset inventory and cost tracking across managed environments. FinOps enablement includes cost-data ingestion, dashboards and regular stakeholder reporting.

- Spend analysis by department, project, service or workload.
- Departmental or project-level budgets, forecasting and threshold alerts.
- Anomaly detection and tagging governance.
- Cost-optimization dashboards and reporting.
- Estimated cost visibility in the self-service portal before provisioning.

FINOPS ACCEPTANCE SCOPE

Project acceptance criteria include environment-level cost and usage analysis, FinOps reporting, working budget alerts and anomaly detection.

BUSINESS & OPERATIONAL IMPACT

End users — Request approved application and OS services through one self-service catalog.

Managed services teams — Reduce manual provisioning and repetitive Day-2 work through CMP automation and Ansible execution.

Infrastructure operations — Connect inventory with monitoring, logging, telemetry, backup, replication, SIEM, ITSM and lifecycle context.

Finance and governance — Track budgets, understand spend, detect anomalies and identify optimization opportunities.

ITSM and compliance teams — Keep automation governed, approved, auditable and aligned with enterprise service management.

FROM MANUAL REQUESTS TO A GOVERNED OPERATING MODEL

PREVIOUS CHALLENGE	XAASIO CMP SOLUTION / OUTCOME
Manual application and VM provisioning	Catalog selection, BMC Helix ITSM approval and automated fulfillment.
Fragmented platform inventories	Unified inventory and management across the hybrid infrastructure estate.
Disconnected post-provision activities	Repeatable Ansible-based Day-2 workflows orchestrated from XaasIO CMP.
Limited workload-level visibility	Operational, protection, service-management, policy and cost context for each asset.
Limited hybrid-cloud cost governance	FinOps cost visibility, budgets, anomaly detection, tagging governance and optimization insight.

THE RESULT

The Financial Major established a unified hybrid cloud management platform that replaces manual provisioning with catalog-driven self-service, BMC Helix ITSM approval and automated fulfillment. Unified inventory, Ansible-based Day-2 automation, XaasIO MLT and FinOps connect operational control with financial visibility.

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Next Phase: Governed AI-Agent Operations

Planned progression toward Closed Loop – Governed Autonomy Level 4 and Level 5

The next phase is to build and deploy AI Agents using Red Hat OpenShift AI. The planned agents will work with XaasIO CMP, XaasIO MLT, XaasIO FinOps, BMC Helix ITSM, SIEM data and Ansible automation.

- AI-assisted incident analysis.
- AI-driven root cause analysis.
- Automated remediation recommendations.
- Ansible-based remediation execution orchestrated from XaasIO CMP.
- Cost-aware decisions using XaasIO FinOps data.
- Policy-governed autonomous operations.
- ITSM-controlled approval and audit trails.
- Closed-loop monitoring, action, validation and reporting.

Future-state roles: CMP orchestrates and governs; OpenShift AI runs the agents; MLT supplies operational signals; FinOps supplies cost intelligence; BMC Helix provides approval and audit governance; Ansible executes automation.

Roadmap status: Planned next phase, not a claim of delivered AI-agent capabilities or achieved autonomy levels.

XAASIO CLOUD MANAGEMENT PLATFORM

Unify hybrid cloud operations without bypassing enterprise governance.

Connect self-service provisioning, inventory, lifecycle management, BMC Helix ITSM workflows, Ansible Day-2 automation, operational visibility and FinOps in one governed operating model.

Explore the platform at xaasio.com/platform/cloud-management-platform

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AMERICAS
+1 650 523 6628

EMEA
+44 20 3031 1074

APAC
+91 93423 61010

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