# MuleSoft's Support Team Increases Productivity and Speeds Time to Resolution by Leveraging CloudShare's Specialized Virtual IT Labs

Company Background
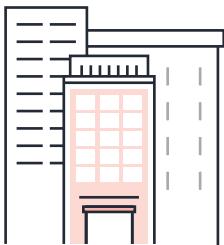
MuleSoft's mission is to help organizations change and innovate faster by making it easy to connect the world's applications, data and devices. Founded in 2006, MuleSoft provides a software platform that enables organizations to easily build application networks using APIs. With MuleSoft's Anypoint Platform, organizations can connect nearly any application or system to quickly and securely share data, whether in the cloud, on-premises or in hybrid environments. MuleSoft is at the heart of the applications and services that businesses and consumers use every day, such as Salesforce and Spotify, among over 1,000 organizations in approximately 60 countries. For more information, visit www.mulesoft.com.

The Challenge

"...we wanted a solution that would let us invest once and be able to reuse environments to enable our support reps to be more productive"

Avi Karnon,
senior director of global support
at MuleSoft

The nature of MuleSoft's business is connecting multiple systems, on-premises and in the cloud—such as CRMs like Salesforce, ERP systems like Oracle, and other enterprise software like SharePoint. Since data regarding customers, employees and e-commerce are typically located in multiple systems, connectivity is paramount in gaining a 360-degree view of all relevant information.

The variety of systems that MuleSoft can connect presents a challenge to its support team, who look to reproduce customer issues in order to solve them quickly. It's the setup of the systems that's the time sink. Avi Karnon, senior director of global support at MuleSoft, explains, "In order to reproduce an issue, we need the ability to quickly provision the configured software so we can work on the customer's specific issue rather than spend our time on a full install of an enterprise software."

Before turning to CloudShare, MuleSoft's support representatives had their own libraries of software on virtual machines. To be more efficient, they tried putting images on the network for support reps to share, but the downloading took a lot of time. "It was not a collaborative environment, and we couldn't really leverage the work that was done or the investment required," added Karnon.

"Just like MuleSoft enables its customers to get more reuse out of existing assets, we wanted a solution that would let us invest once and be able to reuse environments to enable our support reps to be more productive," states Karnon. "For example, while running our software on a workstation or server is relatively easy, when you start looking at more complex configurations like cluster configurations or other unique configurations, we'd rather configure them once and reuse them in the future."

The Solution

CloudShare's specialized virtual IT labs provide MuleSoft with a safe, secure and easily accessible cloud environment that can be used for customer support scenarios, regardless of how complex the customer's environment or how regulated its industry.

Fast, Collaborative & Cost Effective

To avoid repeatedly provisioning and setting up numerous systems to test issues with customers' API integrations, MuleSoft sought a way to improve customer support by cutting down on configuration time, improving productivity and creating a more collaborative environment. To achieve this, MuleSoft leveraged CloudShare to provide customers with an improved support experience while decreasing overall workload.

CloudShare's cloud-based virtual IT labs come pre-loaded with completely customizable templates for a variety of virtual environments running Linux, Windows Server, Docker, VMware ESXi, Microsoft, SharePoint and more. By utilizing these templates and easily creating its own, MuleSoft was able to quickly spin up environments to match needed customer scenarios and reuse them as many times as needed for future customer support issues.

Karnon points out that while MuleSoft's cloud solution runs on AWS, when weighing virtual labs options, CloudShare was a strong choice for its support use cases. He explains, "CloudShare offers environment policies out-of-the-box and lets my team provision environments for a short time. Knowing that they will be automatically suspended or deleted was key, as I don't need to manually manage the environments to control costs."

MuleSoft uses CloudShare for three main support instances:

Ad hoc use cases, where MuleSoft's support reps need to provision a system on the spot, whether it is just the operating system to test the RID or to provision a full system with enterprise software quickly in the cloud. The team will choose one of CloudShare's prebuilt templates or provision its own using CloudShare's VM import capabilities. The support team is able to provision entire systems in the cloud—including SharePoint, Oracle, and more—for easy testing. This allows them to quickly and efficiently connect all applications in a single environment for a multi-system solution.

Complex configurations when customers employ complex configurations like cluster configurations or other unique configurations. MuleSoft uses CloudShare to create templates of these complex configurations that it can configure once and reuse in the future.
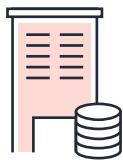
On-premise solutions for customers with complex on-premise configurations. CloudShare allows MuleSoft to create an exact replica of each environment in the cloud and save them as blueprints. This way, when issues arise, MuleSoft is able to spin up the environment quickly, recreate the problem, and provide the customer with a solution without travelling to the customer's site or taking hours to do a full install of the system.

Results and Benefits

"Even if we use CloudShare once a week, the time savings and ROI are immense."

CloudShare spins up quickly without requiring support reps to delve into the nits and bits in order to configure it properly for it to work. Karnon explains, "The ability to provision a SharePoint system or an Oracle system that is already configured on-demand is a big time saver for us."

"For example, if we need to access a SharePoint farm or an Active Directory, it would take us hours or days to build it ourselves. With CloudShare's preconfigured templates or custom CloudShare templates that we built - we do it once and they're available for us within 5 minutes," adds Karnon.

Karnon summarizes, "Every time we use CloudShare, it saves us anywhere from four hours to a day. Even if we use CloudShare once a week, the time savings and ROI are immense."

MuleSoft has achieved the following benefits by using CloudShare's virtual IT labs solution:

Increased speed of support resolutions
With CloudShare templates and provisioning, support reps gain access to systems much faster. The reduced time involved in replicating systems enables reps to start on problem resolution in minutes instead of hours or days.

Cost control and ease of management
By enabling environment policies out-of-the-box, CloudShare lets MuleSoft provision environments for a short time and provides peace of mind knowing that they will be automatically suspended or deleted as planned. This avoids unexpected overages and relieves MuleSoft from the need to manually manage each environment to control costs.

Increased collaboration
With CloudShare, MuleSoft support reps can access a central library of prebuilt and custom templates that can be spun up on the closest data center. Reps can save and share blueprints of a specific state of an environment in order to test and replicate a particular solution.

Increased resolution quality
CloudShare templates enable support reps to maintain exact copies of their different product versions, which can easily be reverted to their original state. If support reps modify them when trying a resolution, they can easily revert and double test their solution, providing quality control. This also keeps versions identical so additional errors are not introduced along the way.

About CloudShare

cloudshare

As the leading supplier of virtual IT environments in the cloud, CloudShare provides its clients with specialized solutions designed to meet a wide variety of business needs – including lab environments for virtual training, development and testing, and sales demos and POCs. All CloudShare environments are completely customizable and offer on-demand access to infrastructure resources such as servers, storage, networks, and software.

CloudShare customers include many leading software and cybersecurity companies, such as Palo Alto Networks, Atlassian, ForgeRock, Sophos, Dell and HP.

To learn more about how CloudShare's advanced lab solutions can benefit your business, visit us at www.cloudshare.com.