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SERVICE BRIEF

VCE™ DEPLOYMENT AND IMPLEMENTATION SERVICES

Overview

Virtualization and cloud computing transform the way IT departments operate and provide value to their business stakeholders. By integrating advanced technologies from Cisco, EMC, and VMware, VCE converged infrastructure systems enable customers to quickly deploy a virtualized infrastructure to accelerate the journey to cloud computing. VCE infrastructure offers a flexible and economical model for delivering IT services while providing the agility needed to respond to ever-changing market opportunities.

VCE™ Deployment and Implementation Services provide planning, design, configuration, and deployment for VCE converged infrastructure systems in the customer's virtualized data center. VCE experts apply best practices and proven processes to help ensure non-disruptive deployment of VCE infrastructure into the data center to accelerate return on investment. This includes standard VCE Vblock® Systems, VCE VxBlock™ Systems, VCE Vblock™ Specialized Systems, VCE VxRack™ Systems, VCE™ Technology Extensions, and VCE™ Fabric.

Service Benefits

VCE Deployment and Implementation Services provide the following benefits to customers:

- Ensure careful integration of VCE converged infrastructure into new or existing data center environments.
- Provide design, configuration, installation, and integration by specialized VCE technical consultants trained in all aspects of VCE infrastructure.
- Help customers achieve rapid return on investment and reduce the risk associated with introducing new technology into IT infrastructure.
- Enable the in-house IT team to focus on other business priorities.

Service Delivery

Project Management

A program manager works closely with the customer team to help ensure clear communication throughout the engagement, reduced disruption, transparent integration, and thorough knowledge transfer. VCE project management includes

- Initiating a kickoff meeting to review project scope, expectations, communication plans, and availability of required resources
- Determining the engagement process and schedule
- Developing a high-level project plan with critical-path events and milestones
- Assigning and scheduling resources required for execution of the service

Planning and Design

VCE technical consultants engage with the customer team to develop a project plan, including comprehensive risk management, project deliverables, and tasks. The project plan is reviewed at a launch meeting with the team. Main deliverables and tasks are outlined below:

- Develop a VCE converged infrastructure integration plan to improve data center reliability, maintainability, and performance.
- Define configuration parameters.
- Document a configuration guide.
- Develop test and acceptance plans.

Implementation and Testing

The technical consultants and project team will conduct a full review of the implementation tasks, schedules, and assignments. A site review prior to initiation of a VCE converged infrastructure system deployment will confirm that all equipment is ready for installation and all environmental requirements are met. VCE uses the configuration survey information provided by the customer to perform the logical build in the factory, completes installation testing, and packages and ships the system to the customer site. Once the system arrives, the hardware is installed and powered up. VCE technical consultants handle the following tasks:



For Standard Vblock Systems, VxBlock Systems, VCE Technology Extensions , and VCE Fabric

- Configure unified network, storage, compute, and management software, including Cisco Unified Computing System (UCS) Manager and VMware vSphere ESXi; also includes installation of VCE Vision™ Intelligent Operations, when purchased as part of the system.

For VxRack Systems

- Configure unified network, storage, compute, and management software, including VxRack™ Manager and VMware vSphere ESXi; also includes installation of VCE Vision™ software, when purchased as part of the system.

For Vblock Specialized Systems

- Configure the appropriate operating system and software as defined by the logical configuration survey completed prior to manufacture.

For all VCE Converged Infrastructure Systems

- Connect to the existing customer network.
- Implement test and acceptance plans by conducting an end-to-end, integrated test of the VCE converged infrastructure encompassing compute, network, virtualization, storage, and security layers to validate connectivity, operations, and functions.

Documentation, System Transfer, and Acceptance

The project activity plan is reviewed to help ensure that the specific milestones were reached and tasks performed to meet the specifications determined in the planning phase of the project. Next, the VCE converged infrastructure system is transferred to the ongoing management of the customer's team with a review of the supporting documentation of the delivered system, including a functional overview.

ABOUT VCE

VCE, an EMC Federation Company, is the world market leader in converged infrastructure and converged solutions. VCE accelerates the adoption of converged infrastructure and cloud-based computing models that reduce IT costs while improving time to market. VCE delivers the industry's only **fully integrated and virtualized cloud infrastructure systems**, allowing customers to focus on business innovation instead of integrating, validating, and managing IT infrastructure. VCE solutions are available through an extensive partner network, and cover horizontal applications, vertical industry offerings, and application development environments, allowing customers to focus on business innovation instead of integrating, validating, and managing IT infrastructure.

For more information, go to vce.com.



Related Services

VCE™ Site Readiness Assessment Service

The VCE™ Site Readiness Assessment Service verifies that all required Layer 1 physical infrastructure items are in place, properly installed, and correctly configured to ensure the smooth, efficient, and successful deployment and operation of the VCE converged infrastructure systems. In order to ensure that data center facilities' improvements and preparations do not delay the deployment of the VCE infrastructure, this service is recommended as a first step after the purchase of a VCE converged infrastructure system as part of pre-installation planning.

VCE™ Residency Service

VCE™ Residency Service provides trusted resources and expertise to support VCE converged infrastructure. A VCE resident is focused on customer-specific needs and can provide day-to-day technical support, specific operational advice, and improved management of a customer's VCE infrastructure. The VCE Residency Service can be purchased in monthly increments equivalent to 160 hours.

Broad Ecosystem of Partners to Accelerate Customer Success

VCE has developed a broad ecosystem of partners around the world who have been trained to deliver professional services that are designed to take full advantage of VCE converged infrastructure systems. These partners adhere to industry best practices and proven deployment processes that VCE Services has developed, so they can facilitate each customer's journey and accelerate their success.

For More Information

More information about VCE solutions and services is available from vce.com and from your local VCE representative.