

VCE™ ONBOARDING SERVICE

BUSINESS CHALLENGES

Today's data centers remain, in large part, a tangled web of IT infrastructure. Managing separate silos of compute, network, storage, and virtualization keeps organizations in maintenance mode—with little time left to devote to higher-order, innovative projects.

Converged infrastructure from VCE, the EMC Converged Platforms division, provides an easy “buy-not-build” alternative to that typical IT model. You can dramatically reduce operational risk, costs, and complexity with products that are engineered, manufactured, managed, supported, and sustained as “one.”

Even with such simplicity, moving to a converged operations approach requires a certain mindset, operational processes, and skills. With converged infrastructure, it's key to consider

- Your top priorities when bringing up a new IT system—the process of moving from a “system on the floor” to a fully production-ready environment
- Whether your teams are familiar with and cross-trained in the different areas of the converged technology stack
- The resources you have in place to develop operational best practices, including a runbook
- How the new technology will affect your team's time, current workload, and ability to integrate systems

SERVICE OVERVIEW

VCE™ Onboarding Service further simplifies your “converged experience” by providing VCE expertise to help your organization quickly become production-ready with VCE Systems. You'll gain a strong comfort level with converged operations and ensure that you receive the best return on your VCE investment. The onboarding lasts for approximately 90 days—immediately after your new VCE Systems are up and running, following the completion of on-site deployment and implementation services.

Through close collaboration with VCE, your team will learn and apply proven best practices to run your environment efficiently and deliver the best results, including lower costs and faster time-to-market. More broadly, the service provides strategic guidance and is designed to enable a long-term partnership with you. This can be especially valuable if you're considering transforming your data center or IT strategy.

A specialized VCE technical consultant leads the onboarding and will be located primarily on site at your data center. The consultant is a cross-functional advisor and customer champion trained in all aspects of VCE Systems, leveraging extensive design and implementation experience and comprehensive understanding of VCE customer environments. In addition, an assigned VCE project manager oversees and coordinates all stages of the service (preparation, execution, and closure).

SERVICE BENEFITS

The VCE Onboarding Service gives your organization a “quick start” on the significant operational benefits only converged infrastructure can offer. Through the service, you will

- Quickly verify the logical configuration and overall integrity of your VCE Systems
- Reduce operational risk with operations, security/compliance, and monitoring best practices
- Move to production faster with a detailed map of the VCE Systems environment
- Simplify ongoing operations with detailed, documented standard procedures
- Benefit from in-depth knowledge transfer sessions and hands-on time with your infrastructure before it goes into production

SERVICE DELIVERY

Key activities and deliverables of the service include

- VCE System Build Assessment: Logical configuration review, validation of VCE Release Certification Matrix (RCM) compliance, and review of system health details
- VCE System Administration: Review of typical operational practices; guidance on establishing monitoring parameters, configuring LDAP, and customizing default security credentials
- VCE System Architecture: Creation of a detailed design diagram showing network connectivity, port map, elevation diagram, and floor plan
- VCE Best Practices (System Runbook): Creation of customized operations guide
- Extended Knowledge Transfer: On topics, including System Architecture, Advanced Management Platform (AMP), Cisco UCS, Networking, Storage, and VCE™ Vision Intelligent Operations

RELATED SERVICES

VCE™ Residency Service

VCE™ Residency Service helps bridge the knowledge gap by providing highly skilled administrators to assist with management of VCE Systems at your site. A VCE resident is focused on your specific needs and can provide day-to-day technical support, specific operational advice, and improved management of VCE Systems.

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 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 www.vce.com and from your local VCE representative.

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.



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