



vce.com

SERVICE BRIEF

VCE™ RESIDENCY SERVICE

Overview

VCE™ Residency Service provides trusted resources and expertise to support VCE converged infrastructure systems. A VCE Resident focuses on your organization's specific needs and can provide day-to-day technical support, operational advice, and improved management of your VCE infrastructure environment. VCE Residents fulfill the need for IT staffing or specialized skill sets in a particular area of converged infrastructure such as

- VCE converged infrastructure operational fundamentals
- Cisco Unified Computing System (UCS) and networking
- VMware virtualization
- EMC storage

Based on your organization's needs and requests, VCE provides an appropriate VCE Resident for four weeks (20 standard business days) to help improve productivity, reduce risk, and accelerate adoption of VCE infrastructure.

Service Benefits

VCE Residency Service provides the following benefits:

- Provides an IT resource with converged infrastructure knowledge and cross-functional expertise.
- Offers ongoing technical training, knowledge sharing, and support for your staff.
- Administers day-to-day functions for VCE converged infrastructure at your site.

Service Description

The service provides highly skilled VCE converged infrastructure administrators who help your team bridge the knowledge gap during integration and ongoing operations of Service activities may include

- Assisting with on-site planning for expansion of converged infrastructure
- Providing best practices on operations, monitoring, and reporting
- Contributing skills based on your specific needs such as project planning, gap analysis, configuration, and operations
- Augmenting your staff with new or unique skill sets

Service Delivery

VCE Residents are assigned based on your organization's requirements for the project. All VCE Residents possess a wide range of industry experience across VCE converged infrastructure systems and operations. Residents have in-depth understanding of VCE best practices used to integrate the systems into existing environments. They work in conjunction with our customers lead to carry out daily operational tasks as well as document and share best practices with customer staff.

VCE customers often choose VCE Residency Service for the following types of projects:

- Staff augmentation to help integrate and document new VCE converged infrastructure
- Expert-level operational support where they are not yet proficient in the VCE converged infrastructure technologies

VCE can provide a custom quote for scenarios where you may need the Residency Service for an extended period—for example, over three months—or prefer a remotely based resource.

Broad Ecosystem of Partners to Accelerate Customer Success

VCE is dedicated to providing customers with the fastest, most effective path to pervasive virtualization and cloud computing. We've 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.



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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