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SERVICE BRIEF

VCE™ SOFTWARE UPGRADE SERVICE

Overview

VCE™ Software Upgrade Service provides customers the option to order software update services for VCE converged infrastructure systems components to maintain current supported levels. The service minimizes implementation effort and risk while providing assessment, planning, and execution of upgrade activities. By using this service, your team can focus on business priorities instead of the infrastructure.

The VCE Release Certification Matrix (RCM) is published semiannually to document software versions that have been fully tested and verified for VCE converged infrastructure systems. While you can opt to install your own updates, choosing VCE Software Upgrade Service expedites installation and can reduce the risk associated with a multi-system upgrade.

The Solution

The VCE Software Upgrade Service delivers coordinated planning, scheduling, execution, and testing of VCE converged infrastructure system elements. The service includes

- Assessing your system environment
- Establishing a rollback process and risk mitigation plan
- Collaborating with your team to define the upgrade plan
- Upgrading the required components per the VCE RCM (Installation of VCE Vision™ Intelligent Operations software is not included with this service.)
- Validating system health and obtaining sign-off upon upgrade's completion

The service is available for all VCE converged infrastructure systems and can be ordered individually, or in “bundles” that enable VCE to upgrade your systems on a regular schedule (either once or twice a year). VCE may conduct upgrades with a combination of on-site and remote resources at our discretion.

A custom engagement may be needed if you have systems significantly out of compliance with the RCM or that require upgrades performed in remote geographical locations.

Service Benefits

Customers maintaining their VCE infrastructure at current levels experience the following benefits with the VCE Software Upgrade Service:

- Minimize risk by implementing a pre-engineered, pre-defined, and pre-tested upgrade path.
- Avoid the costs of additional cycles required by in-house IT resources to evaluate upgrades.
- Leverage experienced consultants and best practices.
- Reduce system software vulnerabilities.
- Accelerate VCE™ Support ability to diagnose issues.

Service Delivery

Project Management

A VCE Project Manager oversees and coordinates the preparation, execution, and closure of each aspect of the upgrade. To minimize impact to your business, upgrades will be performed only during scheduled maintenance windows. VCE project management includes

- Initiating a kickoff meeting in a timely manner 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

Upgrade Assessment and Planning

The service continues with an assessment of the VCE converged infrastructure system to understand the current workloads and the revision levels of the software. This information is used as input to prepare the plan for the upgrades as well as their sequencing. A risk mitigation plan is prepared to establish the steps required for rollback in the event of unforeseen issues.

Key technical personnel from your team should be available to answer any questions the VCE consultant may have about the environment, change-management processes, and suitable system access—and should also be available on-site during the maintenance events.



Execution and Validation

VCE experts execute the upgrades according to the approved plan. This includes coordinating an appropriate change-management process with your team and scheduling the upgrades in no more than two (2) maintenance events. After the upgrades are complete, VCE validates the system, following a pre-arranged test plan, and requests sign-off.

Related Services

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 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.

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.

