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SERVICE BRIEF

VCE™ STANDARD HARDWARE EXPANSION SERVICES

Overview

VCE™ Standard Hardware Expansion Services provide turnkey solutions for expanding the existing capacity of VCE Systems. Through these services, VCE installs and configures specific hardware expansion components to upgrade a customer's VCE System.

Customers can choose from various standard services to meet most of their expansion needs. VCE also offers customized solutions to meet any additional requirements.

Service Benefits

VCE Standard Hardware Expansion Services provide the following benefits to customers:

- Use proven processes to install and configure the new hardware components
- Seamlessly integrate the expansion into the existing system
- Minimize risk by accessing VCE's experienced consultants and best practices
- Reduce time and effort spent by in-house resources on upgrades

Service Description

VCE provides an on-site consultant to physically install and power-on the expansion components. The consultant verifies the hardware does not exhibit failures.

In addition, VCE performs the following logical configuration activities associated with installed components:

- Validates firmware versions and applies necessary version changes to prepare the VCE System for the new hardware.
- Configures management and provisioning systems, if applicable.
- Applies required logical configurations to blade, memory, or management hardware.
- Adds compute resources to the existing virtual data center.
- Creates storage pools.

- Configures network connectivity to integrate with the customer environments.
- Tests and validates new hardware and configurations.

Service Delivery

VCE performs the hardware expansion services by following a lifecycle approach. The following phases describe the end-to-end delivery activities:

- Requirements gathering
- Upgrade planning and coordination
- Physical installation and logical configuration of the VCE System components
- Customer test and acceptance

Related Services

VCE™ Software Upgrade Service

VCE™ Software Upgrade Service for VCE Systems provides customers the option to order software update services for their VCE System components to maintain the current supported levels. The service includes the assessment, planning, and execution of software upgrades to minimize the effort and risk during the process. This approach enables customers to keep the focus on their business and not the infrastructure.

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 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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