



vce.com

SERVICE BRIEF

VCE VISION™ CONNECTOR INTEGRATION SERVICES

Overview

VCE Vision™ Connector Integration Services integrate system management toolsets with VCE Vision™ Intelligent Operations through specialized, predefined connectors. This gives you rapid visibility of VCE converged infrastructure for system assurance, health monitoring, and more, without the risks of deploying the connectors in-house. Along with careful project management and planning, VCE provides remote deployment, installation, and configuration of one connector of your choice. Services are available separately for the following toolsets:

- Microsoft System Center Operations Manager (connected with up to five VCE Systems)
- Oracle Enterprise Manager (connected with up to 10 VCE Systems)
- ServiceNow (with monitoring by one Management Instrumentation and Discovery [MID] Server)

Service Benefits

VCE Vision Connector Integration Services provide the following benefits:

- Deploy a tightly integrated connector solution for more complete visibility of VCE Systems.
- Enable existing toolsets to monitor VCE Systems to speed time to value.
- Reduce risk with predefined integration.
- Refocus the in-house IT team on other business priorities.

Service Delivery

Project Management

A project manager works closely with your 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.

- Gathering business and IT requirements, goals, expectations, and success parameters.
- Assigning and scheduling resources required for execution of the service.

Planning and Design

VCE experts engage with your team to create a high-level project plan, including critical path events and milestones applicable to each connector. The project plan is reviewed at a launch meeting with the team. Depending on your chosen connector, main deliverables and tasks can include

- Collect installation parameters, system information, and related administrative details.
- Discuss requirements, functionality, and deployment options.
- Install integration components and/or connector to communicate with one or more VCE Systems or a MID Server.
- Configure the connector.
- Verify configuration parameters and successful installation.
- Complete testing.

Documentation and Knowledge Transfer

VCE provides a session with your team to discuss configuration parameters, operational best practices, troubleshooting scenarios, and documentation of the connector deployment.

Related Services

VCE™ Workload Performance Assessment Service

VCE™ Workload Performance Assessment Service provides customers with improved visibility into resource utilization on a VCE converged infrastructure system. The service uses the VMTurbo™ Operations Manager virtual appliance to analyze virtual environment performance data and system constraints over a period of time. Based on captured metrics, the VMTurbo tool identifies the most efficient resource utilization and workload performance mix for the system. This information is delivered to your team as a consolidated, actionable report.



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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