

VCE VISION™ INSTALLATION SERVICE

OVERVIEW

VCE Vision™ Installation Service provides expert installation or upgrade of VCE Vision™ Intelligent Operations software on VCE converged infrastructure system to minimize implementation effort and risk for your organization. Through the service, VCE provides

- Project management
- A pre-installation assessment
- Installation or upgrade of the VCE Vision™ software
- Two hours of monitoring installed VCE Vision software
- Related knowledge transfer

The service requires installed VCE Vision software to reside on a VCE converged infrastructure system that is at an approved, VCE supported version of the VCE Release Certification Matrix (RCM). VCE publishes the RCM semi-annually to document software versions that have been fully tested and verified for VCE Systems.

ABOUT VCE VISION SOFTWARE

VCE Vision software enables and simplifies converged infrastructure operations by providing dynamic high-level intelligence to an existing management toolset.

VCE Vision software includes

- VCE Vision™ Core Platform, which provides core functionality including discovery and compliance.
- A VCE Vision Release Certification Matrix (RCM) compliance module that enables you to assess the VCE Systems multi-vendor firmware/software levels against VCE provided RCM content for current state or for upgrades.

- A graphical user interface (GUI) with a dashboard that displays multiple VCE Systems including their health, RCM compliance, and security posture.
- Multi-System Management capability that federates health data, RCM data, security data, and system metadata from multiple VCE Systems and makes it available to the VCE Vision dashboard.
- Health monitoring with Key Performance Indicators (KPIs) that span the compute, storage, network, virtualization, and environmental domains.
- Workload fingerprinting capability that links virtual machines (VMs) and their underlying physical infrastructure for managing health and assuring Service Level Agreements.
- A natural language search engine that lets you query VCE Systems for answers to assist with preventing and solving health, capacity, and policy compliance issues.
- A VCE Vision shell interface that automates repetitive manual actions, such as security setting reconfiguration across components and systems to prevent and solve problems.
- Automated log collection functionality to ease and streamline interactions with VCE™ Support when an issue arises with a VCE System.
- An optional VCE Vision™ Security Compliance Validation module that validates configuration settings of VCE Systems for security hardened according to component vendor and industry best practices.
- A software development kit, which includes application programming interface API documentation, sample code, Java bindings, and a simulator.

In addition, VCE has created an on-line developer community to help foster innovation among the users of the software.

SERVICE BENEFITS

The VCE Vision Installation Service provides the following benefits to your organization:

- Minimize implementation risk by using VCE™ Professional Services experts who bring best practices to the engagement.
- Reduce ongoing costs and cycles that typically result when software is installed by in-house IT resources.
- Obtain valuable VCE Vision software capabilities to monitor and manage a VCE converged infrastructure environment.

SERVICE DELIVERY

Project Management

An assigned VCE project manager oversees and coordinates all stages of the service (preparation, execution, and closure). To minimize impact to your business, the VCE project manager ensures installation of the VCE Vision software is performed only during the 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 VCE resources required for execution of the service

Assessment and Installation

Before installing the software, VCE conducts an assessment of your VCE converged infrastructure system to understand current workloads and revision levels of the software on the system. VCE uses this information as input to prepare the installation plan. We also prepare a risk mitigation plan to establish the steps required for rollback in the event of issues such as unforeseen degradation in the performance of the VCE Vision software.

Before and during the installation, your key technical personnel are on hand to answer questions the VCE consultant might have about the technology environment and help coordinate change management.

VCE then carries out the software installation according to initial assessment and planning. We coordinate appropriate change management processes with your staff and schedule the software installation in a single maintenance window.

Monitoring and Knowledge Transfer

Once installation is complete, VCE validates the VCE Vision software following a pre-arranged test plan and conducts knowledge transfer during a monitoring window.

RELATED SERVICES

VCE™ Residency Service

VCE™ Residency Service provides trusted resources and expertise to support VCE Systems. 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 VCE Systems. 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 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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