

## SERVICE BRIEF

# VCE VISION™ MULTI-SYSTEM MANAGEMENT SERVICE

## OVERVIEW

VCE Vision™ Multi-System Management Service provides expert design, planning, and implementation of VCE Vision Multi-System Management (MSM) clustering in your VCE environment. With the service, you're able to quickly begin managing multiple VCE Systems from a single dashboard within VCE Vision™ Intelligent Operations software—further simplifying your VCE experience as your environment grows to meet business demands.

Performed remotely, the service provides

- Project management
- A pre-installation assessment
- Design of the MSM clustering environment for up to four VCE Systems, including Vblock® Systems and VxBlock™ Systems
- Clustering implementation and verification
- Related knowledge transfer to demonstrate the implementation's success

The service requires that the VCE Vision™ software and VCE Release Certification Matrix (RCM) be at a compatible level across the systems that will have MSM clustering applied. 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 of the VCE Systems.

VCE Vision software includes

- VCE Vision™ Core Platform which provides core functionality including discovery and compliance
- A graphical user interface (GUI) that includes a dashboard that displays multiple VCE Systems including their health, Release Certification Matrix (RCM) compliance, and security posture

- Multi-System Management capability that federates health, RCM and 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
- A VCE Vision Release Certification Matrix (RCM) compliance module that provides the ability to assess the VCE Systems multi-vendor firmware/software levels against VCE provided RCM content
- Workload fingerprinting capability that links virtual machines and their underlying physical infrastructure for managing health and assuring Service Level Agreements
- A search engine that lets you query your converged infrastructure systems for answers to prevent and solve 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 converged infrastructure systems' configuration settings for security hardened according to component vendor and industry best practices.
- A software development kit, which includes 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 MSM Enablement Service provides the following benefits to your organization:

- Begin efficiently managing your VCE Systems environment at scale from a single, convenient dashboard with VCE Vision software.
- Obtain a VCE Vision MSM clustering design customized for your VCE environment.
- Minimize implementation risk by using VCE™ Professional Services experts who bring best practices to the engagement.
- Reduce the costs and cycles that typically result when software is installed by in-house IT resources.

## 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 delivery of the service 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 executing the clustering activities, VCE conducts an assessment of your VCE converged infrastructure systems to understand the MSM environment you want to implement, as well as the revision levels of software and firmware on the systems. VCE uses this information as input to prepare the design and implementation plan. We also prepare a risk mitigation plan to establish the steps required for rollback in the event of unforeseen issues that may arise.

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

VCE then carries out the implementation according to the approved design and plan. We coordinate appropriate change management processes with your staff and schedule the clustering activities as agreed upon in the plan.

### Verification and Knowledge Transfer

Once installation is complete, VCE validates the VCE Vision MSM clustering activities were successful and conducts knowledge transfer.

## RELATED SERVICES

### VCE Vision™ Installation Service

VCE Vision Installation Service provides rapid, expert installation or upgrade of VCE Vision Intelligent Operations software on a VCE system. You can then quickly take advantage of VCE Vision software capabilities that make it easier to keep your data centers healthy, stable and optimized, and secure.

## 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 [www.vce.com](http://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](http://vce.com).**



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