

VCE VXRAIL™ APPLIANCE SERVICES

OVERVIEW

Services from EMC Converged Platforms give you an even simpler and more rewarding experience with your VCE VxRail™ Appliance. We offer expert Installation and Implementation services to ensure smooth and rapid integration of VxRail Appliance into your network. Additional professional services are available to help expand the VxRail Appliance and integrate the pre-loaded data services.

ABOUT VXRAIL™ APPLIANCE

VxRail Appliance is the only fully integrated, pre-configured, and tested hyper-converged infrastructure appliance for VMware software-defined environments. The VxRail Appliance delivers resiliency, QoS, and centralized management functionality enabling faster, better, and simpler management of consolidated workloads, virtual desktops, business critical applications, and remote office infrastructure.

VxRail Appliance includes a full suite of industry-leading data services from EMC and VMware, including compression, deduplication, replication, backup, and cloud tiering. These services come pre-loaded and are available through the VxRail™ Appliance Market, a unique feature built into the appliance management interface.

SERVICE BENEFITS

VxRail™ Appliance Services provide the following benefits to your organization:

- Minimize implementation effort through service best practices applied by EMC Converged Platforms experts
- Reduce ongoing costs and cycles that typically result when products are installed by in-house IT resources
- Quickly implement the extended capabilities of your VxRail Appliance for maximum business value and reduced risk

SERVICE OPTIONS

VxRail™ Single Appliance Implementation

These services help you rapidly deploy your VxRail Appliance. In our standard service, we perform the following:

- Performs the pre-site Installation Checklist with your team
- Confirms your network and Top-of-Rack switch settings
- Conducts site validation
- Racks and cables the appliance, and powers it on
- Configures and initializes the appliance
- Configures EMC Secure Remote Services (ESRS) for the appliance
- Conducts a brief functional overview on essential VxRail Appliance administrative tasks

VxRail™ Custom Implementation Services

These services are available for larger-scale VxRail Appliance deployments that include multiple appliances or clustered environments. In addition to the core activities provided with the standard service described above, the custom service can

- Conduct planning and preparation for a multiappliance project
- Deploy multiple appliances at one or more locations
- Configure two or more appliances into a cluster
- Provide best practices guidance
- Conduct an in-depth functional overview on essential VxRail Appliance administrative tasks

VxRail™ Expansion Services

The following services help you easily and efficiently expand the capacity of your VCE VxRail Appliances:

- **VxRail™ Add Nodes Implementation:** Installs and configures up to three expansion nodes in a partially populated VxRail Appliance
- **VxRail™ Add Disk Pack Implementation:** Expands the storage resources on an appliance with open drive slots

VxRail™ Extended Services

We also offer remotely delivered implementation services to help you rapidly integrate and take advantage of supporting technologies such as pre-loaded data services (RecoverPoint for Virtual Machines, vSphere Data Protection, and CloudArray). These VxRail™ Extended Services include

Implementation for RecoverPoint for Virtual Machines

- Implements an EMC RecoverPoint solution for VxRail Appliance environments
- Enables point-in-time recovery of the virtual machines running on the VxRail Appliance
- Replicates VMs for automated disaster recovery orchestration

Implementation for vSphere Data Protection

- Implements a vSphere Data Protection backup and recovery solution, including deduplication and application-aware backups
- Minimizes backup storage requirements by up to 75 percent

Implementation for CloudArray

- Results in an operational EMC CloudArray for the VxRail Appliance
- Enables scaling the VxRail Appliance to the cloud with CloudArray public and private cloud capabilities
- Provides 1 TB local, 10 TB cloud capacity, with scale-up as needed

RELATED SERVICES

VCE™ Appliance Support

VCE™ Appliance Support provides a highly convenient, cost-effective, and trusted support experience. You receive one-call, 24X7 global support for VxRail Appliance hardware and software, including access to online support tools and documentation, rapid on-site parts delivery and replacement, access to new software versions, assistance with operating environment updates, and remote monitoring, diagnostics, and repair with EMC Secure Remote Services (ESRS).

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 have 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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