



VMware Professional Services for Application and Infrastructure Management

Overview

To meet increasing demands with fewer resources, IT departments often seek expert assistance and guidance to accelerate success and mitigate risk. VMware® delivers services to support your objectives and timelines—from education courses to complex custom engagements. And in addition to the VMware team of seasoned professionals, VMware has an extensive partner network to serve you globally.

Jumpstarts

VMware Jumpstarts are two to four-day consulting engagements that provide training and an on-site proof-of-concept. Each Jumpstart includes setup and configuration of a VMware product and a knowledge transfer workshop. To take advantage of synergy across multiple products, a one-day Jumpstart add-on covering an additional Application and Infrastructure Management product enables you to maximize scheduling with a full five-day engagement covering multiple products.

- Two to four days on-site
- One-day add-on Jumpstarts available
- Knowledge transfer workshop for up to five people
- VMware Lifecycle Manager Jumpstart delivered by a VMware Certified Professional (VCP) from VMware or from a VMware Authorized Consultant (VAC)

See the respective datasheets for deliverables and requirements.

Consulting Services Guide

	Site Recovery Manager	Lifecycle Manager	Stage Manager	Lab Manager
Education	◆	◆	--	--
Jumpstart	◆	◆	◆	◆
Health Check	●	●	●	●
Custom : specific to customer	●	●	●	●
Key	Package SKU ◆		Custom SOW ●	

Application and Infrastructure Management

Business Continuity	VMware Site Recovery Manager <ul style="list-style-type: none"> • Accelerate disaster recovery • Eliminate complex manual recovery steps • Enable non-disruptive testing
	VMware Lifecycle Manager <ul style="list-style-type: none"> • Implement consistent and automated processes • Request, approve, deploy, update, and retire virtual machines
IT Service Delivery	VMware Stage Manager <ul style="list-style-type: none"> • Streamline and automate the process of rolling new services into production • Resolve the problems of configuration drift and repetitive system test
	VMware Lab Manager <ul style="list-style-type: none"> • Provide self-service provisioning and a library of multi-tier environments for development and QA • Enable development while maintaining control over infrastructure and policies

Health Check

A VMware Infrastructure Health Check helps you maximize your investment in VMware technology by examining your environment and procedures as measured against VMware best practices. A VMware VCP or a VMware Authorized Consultant assesses your implementation to help you achieve optimal configuration and consistency. A Health Check engagement is recommended every six months to one year and includes:

- An assessment of VMware Infrastructure specific to a product or product set
- A report based on VMware best practices to validate current environment
- Identification of opportunities to optimize configuration and improve performance
- Presentation of findings

VMware provides packaged Health Check engagements with a set scope and deliverables, or a customized analysis for larger environments. Health Checks may also serve as a measure of performance or milestone validation.

Custom Services

Custom consulting services focus on your desired end state and quickly and efficiently help you maximize your investment. As part of a custom engagement, a VMware consultant might conduct an assessment of your IT environment before building functional specifications, prepare centralized design and development plans, augment staff during the build phase or provide strategic direction to improve IT service delivery.

Customer services are available to help you standardize on VMware Infrastructure, including any or all of the Automation and Infrastructure Management products. You can use Lifecycle Manager to develop specific processes for provisioning, virtual machine backup, or test development. Or use Site Recovery Manager to develop a comprehensive business continuity and disaster recovery strategy.

VMware consulting services help you to:

- Accelerate your VMware Lifecycle Manager deployment
- Mitigate risk by leveraging proven best practices
- Advance your VMware environment with custom capabilities specific to your unique requirements

Education

VMware Education Services offers training on VMware products in convenient formats to provide your staff with the knowledge they need to deploy and manage your VMware Infrastructure. Make sure that your staff has a solid base of understanding with courses such as VMware Infrastructure 3: Install and Configure, and VMware Infrastructure 3: Deploy, Secure and Analyze.

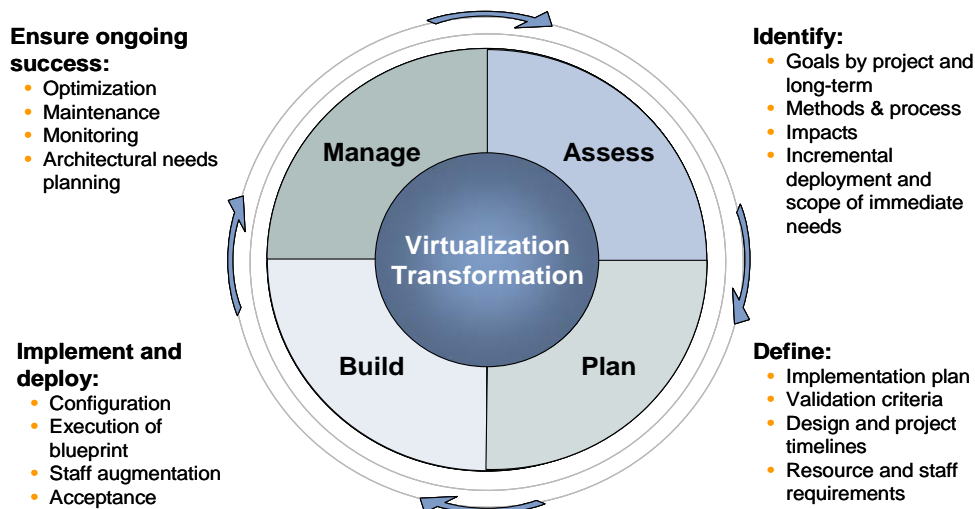
The following course offerings are available for the Application and Infrastructure Management bundle:

- VMware vCenter Site Recovery Manager: Aimed at experienced VMware Infrastructure 3 administrators, this two-day training course covers installation, configuration, and operation of Site Recovery Manager, as well as testing of disaster recovery plans using Site Recovery Manager.
- VMware vCenter Lifecycle Manager: Fundamentals: This eLearning course covers the information necessary to install, configure and use Lifecycle Manager, including how to customize the web front-end and how to engage several use cases for both automatic and manual mapping.

Design for the Big Picture—Deploy Incrementally

VMware Professional Services uses a proven framework—Virtual Infrastructure Methodology (VIM)—to accelerate successful implementations. Regardless of the size or complexity of your engagement, VIM enables us to best address your business needs and tailor a solution to overcome your challenges.

VMware Infrastructure Methodology



For More Information

More information about VMware software and services can be found at <http://www.vmware.com> and from your local VMware representative.

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