

VMware Go Pro

The Go-To Place for SMB IT Management

AT A GLANCE

Designed specifically for small and midsize businesses with limited IT resources, VMware® Go™ and VMware Go Pro™ enable customers to focus on their core business by simplifying and automating routine tasks. VMware Go is a free service that provides an on-ramp to virtualization and a comprehensive assessment of the user's physical and virtual environment.

Go Pro is a fee-based service that offers these benefits, plus patch deployment to secure IT infrastructure, asset management to control virtual and physical hardware assets, software inventory and license management, and help desk support.

KEY BENEFITS

- Receive quick and productive time-to-value solutions, including real-time recommendations through a comprehensive physical and virtual assessment.
- Virtualize your servers with VMware vSphere® Hypervisor.
- Ensure compliance with software inventory and license management.
- Secure your IT infrastructure with patch management.
- Maximize your hardware resources by tracking and managing your hardware assets.
- Streamline your trouble tickets with the easy Help Desk and User Portal.

What is VMware Go Pro?

VMware Go Pro is a cloud-based service that acts as an IT administrator's intelligent control center in the cloud. It simplifies IT management for small and midsize businesses (SMBs), enabling them to focus on core optimizations. Go Pro automates routine tasks, such as the ability to secure an IT environment and protect and insure investments by realizing short time-to-value solutions. Delivered as a service, Go Pro makes it easy for SMBs to create, manage, monitor and secure their IT infrastructure by providing a "single pane of glass" for managing physical and virtual assets.

How is Go Pro Used?

- **IT Advisor** – Get a comprehensive assessment of your physical and virtual infrastructure with quick and productive time-to-value solutions, including real-time recommendations that can be used by the SMB IT generalist.
- **Setup and configuration of vSphere Hypervisor** – Easily create virtual machines for vSphere Hypervisor (VMware ESXi™) by leveraging the configuration of your existing physical servers.
- **Patch management** – View, schedule and deploy patches selectively for Microsoft operating systems, Microsoft applications and other third-party software on your physical and virtual machines, with the ability to specify reboot options.
- **Hardware asset management** – Track machines as well as their configuration, cost and service history, so businesses have complete visibility into their IT infrastructure.
- **Software and license management** – Scan virtual and physical machines for software titles, create software license descriptions and assign software titles to track usage and compliance.
- **Help desk management** – An easy-to-use account management interface for IT administrators as well as a secure ticket-submitting portal for end users.



Simplified IT Management with VMware Go

Key Features and Benefits

- **Through your own IT Advisor**, run unlimited comprehensive assessments of your physical and virtual infrastructure. Receive recommendations, alerts and actions that you can implement to reduce costs—for example, by consolidating servers, improving network security, better utilizing resources and effectively expanding IT infrastructure.
- **Set up and configure vSphere Hypervisor (ESXi)** using a Web browser interface and an intuitive wizard that allows you to create virtual machines and easily manage vSphere Hypervisor hosts and virtual machines.
- **Create virtual machines** by leveraging the configuration of an existing physical server using the built-in VMware P2V Converter tool.
- **Scan for software titles, track usage, and view your software inventory and licenses** on physical and virtual machines. This allows you to create software license descriptions to monitor usage and ensure compliance.
- **Manage hardware assets** to keep track of the machines in your physical and virtual environment and their configuration details. You can also create hardware asset descriptions, view your hardware inventory and view past scan results.
- **Simplify security** with Go Pro patch management. Without the latest patches, your IT infrastructure is vulnerable to new threats. Keeping up to date on patches can be complex and resource-intensive for small businesses. Let Go Pro make it easy for you to keep your environment secure.
- **Streamline your trouble tickets** with the VMware Go Help Desk and User Portal. Easily create tickets that can be managed by due date, priority level or workflow status, and know when tickets are initially created or put on hold with automated email notifications. View past ticket reports and analyze ticket summary statistics by month, assignee, priority or category. Using an easy account-management interface, manage a secure portal for end users to submit their tickets.

