

VMware View™ Plan and Design Services

Successful Desktop Modernization Initiatives start with a solid plan

AT A GLANCE

VMware View Plan and Design service provides a comprehensive architectural design for VMware View to help IT organizations deliver a seamless transition to desktop delivered as a service.

Design for desktop virtualization success

Get it right the first time with a comprehensive architectural design of VMware View for your desktop virtualization implementation

Desktop virtualization offers IT organizations the power to deliver rich, personalized virtual desktops as a managed service. VMware View modernizes desktops and applications by moving them into the cloud and delivering them as a managed service. End users get a rich, consistent and high performance desktop experience. IT organizations get centralized automated management for increased control and cost savings. Businesses improve their agility while providing a flexible high performance desktop experience for end-users, across a variety of network conditions.

Unlike server virtualization projects that are limited to the datacenter, desktop virtualization directly affects end users across an organization. Successful desktop virtualization projects depend on end user satisfaction. Dissatisfied end users can stall desktop virtualization adoption and flood IT departments with support requests.

To foster the success of your transition to desktop virtualization, IT organizations should start with a clear understanding of their both their business *and* end user desktop computing requirements, and a comprehensive plan and design that marries those requirements for a successful implementation.

VMware Professional Services can enhance the success of implementing desktop virtualization with a range of consulting services that help satisfy end user requirements and make sure you get your implementation right the first time.

VMware View Plan and Design Service

The VMware View Plan and Design service provides a comprehensive architectural design for VMware View, aimed at helping IT organizations deliver a seamless transition to desktop delivered as a service.

Based on VMware desktop reference architecture and best practices this service delivers an architectural design aimed at both satisfying end user computing requirements and minimizing the impact of the deployment on both end users and IT support staff. Knowledge transfer sessions enable customers to participate in the design development activities. If required, VMware consultants can also install a prototype VMware View infrastructure to serve as a foundation for the knowledge transfer session.

VMware Professional Services' in depth VMware View experience and understanding of desktop virtualization offer customers the opportunity to:

- Accelerate rollout and mitigate risk with detailed design and planning documents prepared by VMware or a VMware Authorized Consultant
- Increase end-user satisfaction with new technology by leveraging best practices for architectural design – based on use case requirements
- Provide a demonstration implementation to facilitate knowledge transfer and serve as a reference architecture

TARGET CUSTOMERS

This service is designed for enterprises who want to explore or implement VMware View as a production desktop virtualization solution.

VMware Approach

Our approach to architecture design seeks to balance the IT considerations of availability, performance, scalability, security, manageability, cost and compliance with the end user's requirement for a seamless transition and fully functional end user experience. Finding the right balance within the time and cost constraints associated with the project is a key benefit of leveraging VMware's experienced professionals.

VMware View Plan and Design service is available is offered at three levels: Basic, Standard, and Premium:

Basic Plan and Design

The Basic service is an introductory offering geared toward customers seeking a straightforward "best practices" design.

Standard Plan and Design

The Standard service begins with detailed discovery and exploration into your desktop use cases, and provides implementation guidance and more in-depth information regarding, installation and configuration tasks, day-to-day operations, and design verification tasks. The Standard service also allows for some customization for your specific environment.

Premium Plan and Design

The Premium service is ideal if you need highly complex technical designs or highly customized, in-depth engagement deliverables. The Premium service takes a more solution-oriented approach, and the design and deliverables are tailored to your specific use case requirements.

Customer deliverables will vary depending on the level of service delivered. However, regardless of which level of service a customer selects, service delivery will include the activities described in Table 1.

Scope and Pricing

Engagement duration traditionally ranges from four (4) to eight (8) weeks depending upon which level of service is right for you. Each project is uniquely tailored to your requirements and is priced on a time and materials basis. Please contact your local VMware representative for pricing.

Related Services

Desktop Assessment Services – To achieve the maximum results with minimal impact to the end user community, VMware recommends that each customer fully analyze their end user community to determine which users are the best candidates for virtualization.

ThinApp Plan and Design Service - For customers looking to realize the benefits of application virtualization, this service uses VMware's proven plan and design methodology to architect a virtualization application deployment infrastructure and methodology.

View Pilot Service – Combining real world testing with automated load generation and analysis, the View Pilot service is designed to help customers answer the question of whether their particular use case(s) are good candidates for virtualization with VMware View. VMware strongly recommends this service prior to the VMware Plan and Design service.

Table 1: Plan and Design Engagement Activities

ACTIVITY	DESCRIPTION
Planning and Engagement Preparation	A pre-engagement planning call with Customer to review: <ul style="list-style-type: none"> • Project schedule • Team members • Technical and system requirements • View Readiness Questionnaire results
Engagement Kickoff	Onsite meeting to review: <ul style="list-style-type: none"> • Purpose of engagement, • Delivery approach • Time and effort requirements • Timelines, milestones and deliverables
Design Enablement Knowledge Transfer Workshop	Combined vSphere and View Workshop provides customer team members the information required to participate in design sessions; a demonstration implementation is built to facilitate knowledge transfer.
Requirements Gathering Sessions	Identify business and technical assumptions, customer requirement and constraints Document customer use case(s) and associated design requirements – e.g. storage, network, application requirements. ¹
Detailed Design Sessions and Deliverables Creation	Consultant conducted session with customer participation to develop design. Creation and design of deliverables by VMware consultant.
Presentation of Customer Deliverables	Meeting with subject matter experts, key stakeholders and sponsors to present final deliverables
Wrap-up session	Review objectives and how deliverables can assist with design implementation.

¹ Number of use cases considered in the final design vary by the level of service (Basic, Standard, Premium). A desktop use case is defined as a collection of end-users and end-user requirements so similar in nature that a single virtual machine image and its collective application set can be used seamlessly by any end-user who conforms to the use case.

Get Started Today

More information about VMware Professional Services, including pricing, is available from www.vmware.com and from your local VMware representative.

About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

