

VMware vCenter Operations™ Management Accelerator Service

AT A GLANCE

- Demonstrate the capability and impact on how you can improve the performance, capacity and configuration management of your IT organization
- Address and validate your specific business need through our comprehensive and detailed use cases
- Gain insight into the best practices, usage and administration of vCenter Operations Management Suite through our in depth knowledge workshop
- Establish a solid foundation to effectively and efficiently manage your virtual and cloud environments
- Provide the ability of your business application owners and IT staff to operationalize decision making and optimize business performance across the enterprise.

Simplify the management of your virtual and cloud environment

Maximize operational efficiency and improve IT service levels with new levels of automation and intelligent policy management focused on capacity, performance and compliance in a virtual and cloud environment

Today's IT infrastructures are dynamic, mixed environments, blending both physical servers and systems with virtual environments. Tools, solutions, and processes designed for static data centers cannot adequately address the demands of modern IT infrastructures. Successful management and monitoring of an enterprise infrastructure in the face of constant change, unpredictable demand, shared services, and diverse application platforms requires a strategic approach supported by advanced solutions and technical insight and expertise.

As the global leader in virtualization and cloud infrastructure, VMware offers comprehensive management solutions and technical consulting to enable you to deploy automation and intelligent policy management for today's complex IT environments. Through VMware Professional Services, our skilled consultants with deep expertise in automated operations management can help you assess, plan, and build the environment to automate and simplify the management of your infrastructure using VMware vCenter Operations Management Suite.

The VMware vCenter Operations Management Accelerator Service shows you how to maximize operational efficiency and improve IT service levels with new levels of automation and intelligent policy management on capacity, performance and configuration management. Through our methodology of extensive customer use cases, workshops and architecture design development, our highly skilled consultants will help your team tailor vCenter Operations Management Suite to your business needs and identify the potential opportunities to improve the effectiveness of your IT operations and management.

Our Approach

The vCenter Operations Management Accelerator Service lays the foundation to effectively and efficiently manage virtual and cloud environments by tailoring the vCenter Operations Management Solution to meet your business requirements for performance, capacity, and configuration management.

Our consultants will:

- Install, configure and validate vCenter Operations Management Suite in a limited environment
- Conduct a workshop with your team to capture and outline the business drivers and issues, use cases, and success and tests criteria

Related Services

VMware Professional Services provides a wide range of consulting services to monitor, measure, and optimize your virtualized and cloud infrastructure.

- **VMware vCenter Operations Management Suite**

- **Implementation Service**

- Installation and configuration of vCenter Operations Management Suite in a production environment to monitor key applications and performance

- **VMware vCenter Configuration Manager™ Implementation Service**

- Installation of vCenter Configuration Manager on a single collector in a customer's environment along with agent deployments, ranging from 200, 2000, or up to 4000 endpoints

- **VMware vFabric™ Hyperic® with vCenter Operations Management Jumpstart**

- Onsite installation and configuration of vFabric Hyperic server and vCenter Operations Management suite with a guided tour of both products, including infrastructure installation, and an interactive knowledge transfer of best practices for integrating your existing infrastructure

- Guided knowledge transfer workshops to demonstrate capacity, performance and configuration management tailored to the business requirements for vCenter Operations Management Suite
- Create the vCenter Operations Management architecture design plan
- Develop a validation plan and acceptance criteria based on your requirements to manage capacity, performance and configuration

Project Deliverables

Our VMware consultants will provide you with:

- Limited deployment of a configured and validated vCenter Operations Management Suite instance
- Best Practices using vCenter Operations Management Suite and the impact to operational processes
- Documented customer use cases for performance, capacity planning and configuration management
- Architecture design document
- Validation plan and results including the identification of adapters required to capture key data to support the customer use cases

Customer Use Cases

The service covers a number of use cases. You can choose the predefined use cases or develop a specific use case that will meet your business need. These use cases include but are not limited to:

- Performance
 - Improve MTTI/MTTR (Meantime to identification/Meantime to repair) for performance related issues in critical business applications
 - Identify application issues using key performance indicators to prevent or mitigate outages and disruptions
- Configuration and Compliance Management
 - Identify standard compliance on PCI, HIPPA
 - Identify Internal Best Practice Compliance
- Capacity Planning
 - Identify over-allocated and under allocated resources
 - Develop and demonstrate what if scenarios to determine the impact of changes to your virtual infrastructure

Scope and Pricing

This service is a custom engagement; contact your local VMware representative for scoping and pricing information.

Get Started Today

More information about VMware Professional Services is available from your local VMware representative and at www.vmware.com/services.

