



VMware View Pilot Service

Overview

The VMware View™ Pilot Service aligns VMware best practices and lessons learned over many VMware View solution pilots with industry best practices in project management and formal pilot engagements to demonstrate a comprehensive virtual desktop solution. This service employs a straightforward and concise approach to help you evaluate the feasibility of a VMware View desktop and application virtualization solution.

By clearly defining objectives, success criteria and testing methodologies the service provides a well-defined yet flexible methodology to facilitate the development and successful execution of a comprehensive pilot project. The VMware View Pilot Service promotes successful knowledge transfer and documents customer requirements, project success criteria and pilot results. It also serves as a building block to the VMware View Plan and Design Service.

Deliverables

- Requirements and success criteria documentation
- Use case and test definition
- User selection workshop
- End-user survey creation
- VMware ThinApp™ application packages
- Single or multiple prototype environments
- Pilot testing results

Target Audience

Customers who want to explore the use of VMware View as a desktop and application virtualization solution.

Roles and Responsibilities

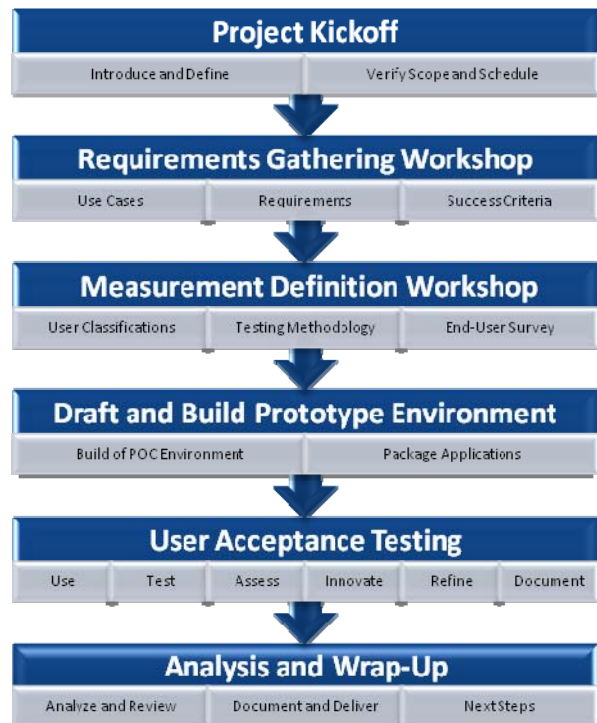
- VMware Engagement Manager: Plans and coordinates all plan and design activities
- VMware Certified Professional (VCP) Consultant: Conducts workshop, gathers requirements, conducts design sessions and develops architectural design
- Customer Project Manager: Coordinates site logistics and customer staff
- Customer Subject Matter Experts: Provide information about business and technical requirements, and participate in workshops
- Customer Virtual Desktop Users: Participate in Pilot program

Delivery Methodology

When the service begins, project requirements and success criteria are clearly defined, and a detailed test plan is provided to validate that the selected use case(s) will perform as required in a virtualized desktop environment. Through simulated and actual application use, and various end-user device and connectivity conditions, customers will gain an understanding of the envisioned virtualized desktop environment and the required network infrastructure. The end-user experience is gauged and measured to define and satisfy success criteria and demonstrate the feasibility of a production VMware View infrastructure in your environment.

The technological challenges associated with finding or developing tools, utilities, and physical or virtual appliances for measuring and simulating network bandwidth are minimized by leveraging the experience of the VMware Professional Services team.

General Engagement Flow



Benefits

- Provides a pilot prototype to facilitate knowledge transfer and enable user testing
- Clearly defined and documented objectives
- Formal approach and discipline leading to less effort and higher project efficiency
- Less time required envisioning success criteria and validation testing to prove successful attainment
- Formally documented results are an invaluable contribution to the start of the VMware View Plan and Design service for production implementation

VMware View Pilot Service Offerings

The VMware View Pilot Service is offered at Basic, Standard and Premium levels. Choose the level of service best suited for your needs.

VMware View Pilot – Basic

The Basic service is an introductory offering geared toward customers seeking a straightforward analysis and demonstration of how desktop and application virtualization can work in their environment. Baseline and performance analysis includes a few well-known applications and login/logoff times to provide a basic example of production usage. A single use case and single stage pilot allows for up to 25 users to experience the pilot environment and provide feedback through predefined measurements and surveys.

VMware View Pilot – Standard

The Standard service adds in-depth discovery and exploration of requirements and success criteria for up to two desktop use cases, and a multi-phase pilot that supports up to seventy-five users. This approach allows for the involvement of technically savvy users in a relatively small pilot, followed by the inclusion of a larger number of traditional end users in a more mature pilot environment that incorporates the lessons learned from the first pilot.

VMware View Pilot – Premium

The Premium service is a custom-scoped engagement that is unique for each customer. This approach is ideal if you require a highly complex testing environment involving long distance remote connectivity, complicated application testing requirements 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.

Pricing and Scope

- The VMware View Pilot Service is offered at Basic, Standard and Premium levels to support projects and budgets of all sizes
- See the VMware View Pilot Service Comparison Chart for detailed information about the scope of each level of service.
- VMware View Pilot Service will be delivered by a VMware Certified Professional (VCP) consultant from VMware or from a VMware Solution Provider
- Contact your local VMware representative for pricing information

Requirements

- A healthy, functioning, properly licensed VMware vSphere™ with dedicated, supported hardware for the prototype environment. Installation and configuration of VMware vSphere is not a part of this VMware View Pilot Service.
- Windows® XP Pro or Vista operating system desktop licenses for virtual desktops
- Access to the appropriate resources to contribute to discovery and requirements gathering sessions
- VMware View, ThinApp and all related licenses are not provided as part of this service. Thirty- day evaluation licenses will be issued for use during the pilot project.
- Application virtualization package repository redundancy is limited to Microsoft DFS only within the scope of this pilot. Customer is required to provide a DFS root to use during the pilot if redundancy is wanted.

For More Information

More information about VMware software and services is available from <http://www.vmware.com> and from your local VMware representative.

Terms and Conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the [VMware Professional Services General Terms and Conditions](#).

VMware View Pilot Service Comparison Chart

	Basic	Standard	Premium
Engagement			
SKU	CON-VP-BAS	CON-VP-STAN	N/A
User Count	Up to 25-user pilot	Up to 75-user pilot	Up to 150-user pilot
Duration	Up to 15-day duration	Up to 25-day duration	Minimum of 30-days (custom)
Pilot Details			
	Single phase	Multi-phase	Custom multi-phase
	Single VMware vCenter™ Server	Single VMware vCenter Server	Multi-VMware vCenter Server environment
Performance Analysis			
	Microsoft Office 2003/7 Login/Logoff	Microsoft Office 2003/7 One (1) custom application	Microsoft Office 2003/7 Custom applications
Technical Details			
Use Case	One (1) LAN-based only	Up to two (2) LAN-based	LAN and remote
Connection Broker	Single	Up to two (2)	Multiple
Security Server	None	Single	Multiple
Desktop Pools	One (1)	Up to two (2)	Multiple
Client Device	PC (repurposed)	PC or thin client	Multiple
View Composer	N/A	Yes	Yes
Application Virtualization			
	MS Office Acrobat Reader Mozilla Firefox	MS Office Acrobat Reader Mozilla Firefox Customer chooses two (2) applications. (Simple to medium complexity, up to 4 hours total)	Custom per engagement
Performance Analysis			
	Microsoft Office Physical to Virtual login/logoff baseline and comparison	Microsoft Office One (1) custom application and up to eight (8) hours of application baseline testing	Custom per engagement
Virtual Machine			
	One (1) Windows XP OS build Standard office printers	Two (2) customer OS builds, XP or Vista Standard office printers	Custom per engagement
Notes			
	Requirements refinement and second phase of prototyping and user acceptance testing not applicable Redundant components; integration of a third-party load balancing solution not applicable	Integration of a third-party load balancing solution not applicable	