

VMware vSphere Upgrade Service

Overview

Customers who want to upgrade from VMware Infrastructure 3 to VMware vSphere™ 4 will be interested in the *VMware vSphere Upgrade Service*. An experienced VMware Certified Consultant will come to your site and upgrade up to three ESX hosts, one VMware vCenter™ Server and 25 virtual machines.

Benefits

- Accelerate upgrades to VMware vSphere 4
- Mitigate risk by leveraging experienced consulting professionals and proven best practices

Deliverables

- On-site upgrade of VMware ESX 3 hosts, VMware vCenter Server 2 and virtual machines
- Presentation on what's new and different in VMware vSphere 4.

Target Audience

Customers who want to upgrade from VMware Infrastructure 3 to VMware vSphere 4

Roles and Responsibilities

- VMware Certified Professional Consultant: Responsible for upgrade planning, server and virtual machine upgrades, and validation
- Customer Administrator/Operator: Provide access to servers, personnel, and approval for system downtime during upgrades

Key Activities

Action	Responsibility
Kickoff call	All
Provide requirements and review checklist	Customer
Upgrade planning	Consultant
Installation/upgrade and migration	Consultant
Upgrade of virtual machines	Consultant
Validation	Consultant
Wrap up session	All

Scope and Pricing

- Up to four (4) days on-site
- At one (1) datacenter site, upgrade up to three (3) VMware ESX 3 hosts to ESX 4, one (1) VMware vCenter Server 2 to VMware vCenter Server 4, and twenty-five (25) virtual machines
- Configuration of customer-selected VMware vSphere features as time allows while on-site
- VMware vSphere Upgrade 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

- Prior experience with VMware Infrastructure 3
- Server hardware compatible with VMware vSphere 4
- Customer to review upgrade planning checklist and compatibility requirements with consultant

For More Information

If you have more complex requirements or want to upgrade more servers than this service covers, contact your local VMware representative to customize a service that meets your needs.

More information about VMware software and services is available from www.vmware.com and from your local VMware representative.

About VMware Professional Services

VMware Professional Services helps IT departments in companies of all sizes accelerate time to market, reduce deployment risk and maximize ROI as they adopt virtualization. VMware Professional Services and its extensive partner ecosystem comprises experienced IT professionals who provide consulting, technical account management, integration and deployment services, and education services for VMware products and solutions. As the largest services organization focused solely on virtualization, our consultants have in-depth expertise and use proven, repeatable delivery methodologies that have helped thousands of customers energize IT while saving energy—financial, human and the earth's—through virtualization.

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If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.