

# VMware Mirage™ Jumpstart Service

## AT A GLANCE

The VMware Mirage™ Jumpstart service provides a quick, pragmatic exploration of Mirage, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs.

## Overview

VMware Mirage™ offers a unique solution for endpoint management and recovery that combines image centralization and local execution. The images of the endpoints are cloned into the datacenter to enable the benefits of centralized management and recovery while leaving cached copies of the image on each endpoint for local (and offline) execution thereby preserving an uncompromised user experience.

## VMware Mirage Jumpstart

The VMware Mirage Jumpstart service provides companies with an understanding of the product features and capabilities of VMware Mirage. This service combines a detailed knowledge transfer workshop with a fully functional demonstration environment running on non-production hardware to demonstrate how best to take advantage of VMware Mirage key features and functions. It provides Customers with:

- An overview of VMware Mirage architecture and best practices.
- Discussion on VMware Mirage use cases.
- Hands on installation of a Mirage demonstration environment.
- Hands on experience with the configuration and management of VMware Mirage.
- Discussion of use cases related to security, networking, storage, datacenter, and branch office environments to implement VMware Mirage in their environment.
- Best practices discussion on VMware Mirage.

## Target Customers

- Customers who want to leverage Mirage to expand their use cases beyond those supported by traditional VDI solutions.
- Companies that want to improve IT administration costs for managing desktop resources while maintaining end-user satisfaction, data security, system availability, and performance.

## Deliverables

- On-site installation of a non-production VMware Mirage environment.
- Knowledge transfer of VMware Mirage features and capabilities.
- Knowledge transfer presentation on VMware Mirage.

## Engagement Overview

### Day 1

- Present overview of VMware Mirage architecture and best practices.
- Install VMware Mirage demonstration environment.
- Configure VMware Mirage – System configuration, policies, driver library, and branch reflectors.

### Day 2

- Install client and centralize endpoints – Client installation, endpoint centralization, client virtual desktop management and monitoring.
- Mirage client overview – self-service operations and file portal.
- Demonstrate VMware Mirage capabilities.

### Day 3

- Use Case discussion and configuration best practices:
  - Microsoft Windows 7 in-place migration.
  - Disaster recovery – Restoring client virtual desktops to the same hardware, new hardware, or bare metal.
  - Single image management – Planning, reference machines, base layer, and application layer.
  - Hardware refresh.

## Roles and Responsibilities

- **VMware Engagement Manager** – Plans and coordinates all Jumpstart activities.
- **VMware Consultant** – Conducts knowledge transfer and best practices workshops, assists with installation and configuration of VMware Mirage demonstration environment.
- **Customer Project Manager** – Coordinates site logistics and customer staff.
- **Customer Subject Matter Experts** – Provide information about business and technical requirements and participate in workshops.

## Key Activities

- Engagement Kickoff
- Product Overview
- Detailed Knowledge Transfer Session
- Install and configure VMware Mirage demonstration environment
- Project Conclusion

## Scope and Pricing

This is a fixed price, fixed scope service. Contact your local VMware representative for pricing.

- Up to three (3) days onsite
- Maximum of five (5) participants
- VMware SKU: CON-MIRAGE-JS

## Technical Requirements

Customer

- Be familiar with VMware vSphere® and related virtualization concepts.
- Provide a vSphere environment for installation of VMware Mirage components.
- Provide a single base image with up to five (5) applications included.
- Provide up to ten (10) endpoints with no more than five (5) locally installed applications.

## For More Information

For more information about VMware products and services, visit [www.vmware.com/services](http://www.vmware.com/services) or contact your local VMware representative.

## About VMware Professional Services

VMware Professional Services Technology Consultants uncover and exploit the unique opportunities made possible by VMware technology. We evaluate not only the technical and business requirements of IT transformation, but also address the people and process implications of both implementation and operation. As the virtualization and cloud computing pioneers, our consultants deliver outcomes that are positive, tangible and material to IT and your business—transforming innovation and ideas into results.

## 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. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions available at <http://www.vmware.com/files/pdf/services/tc.pdf>.

