

EMC RESIDENCY SERVICES FOR VMWARE

Optimize your virtual infrastructure with the right skills and expertise to streamline the operational management of your VMware environment

THE BIG PICTURE

- A dedicated virtualization expert runs your virtual environment's "business as usual" operations and focuses on your specific virtualization needs
- EMC VMware residents are trained and experienced in both new and established technologies to help accelerate adoption of new capabilities and accelerate the learning of your internal resources
- Accelerate attainment of your internal project objectives and lower your operating expenses so your core team can focus on higher value-added activities or other business priorities
- Improve ROI by fully exploiting the capabilities of VMware solutions in your IT environment

EMC® Residency Services for VMware® provides the information infrastructure management resources and expertise you need to manage the day-to-day operations on your virtual infrastructure to increase operational efficiencies and maximize the return on your VMware investment.

BUSINESS CHALLENGES

As a result of exponential data growth and underutilized infrastructure assets, enterprises are turning to virtualization technologies for relief. Virtualization changes everything in IT. You'll need to address and manage a new set of considerations and adapt policies, processes, and procedures to ensure the operational readiness of your new environment and realize the full benefits of virtualization. This effort requires focused attention and dedicated expertise. Often, existing staff is overburdened with other business priorities, and a lack of qualified operational and technical expertise makes it difficult to hire resources. EMC Residency Services for VMware ensures that you make the change to virtualization quickly and effectively by providing the right skills and expertise you need to manage this change.

SERVICE DESCRIPTION

EMC offers residency services for the operational management of your virtual environment. With Residency Services for VMware, EMC is responsible for the operation of virtual machines and hosts. This service provides a dedicated virtualization expert to run the "business as usual" (BAU) operations of the virtual environment, including detailed daily checks, slice upgrades, and decommissioning. Your VMware resident will focus on your specific virtualization needs and also makes proactive recommendations based on best practices on how the service can be improved and adapted to meet your changing business requirements.

Deliverables include:

- Skilled expertise from a VMware Certified Professional (VCP) consultant
- Day-to-day operational management and administration
- Architecture and infrastructure improvement recommendations
- Assistance with documentation of policies and procedures
- Operational best practices documentation
- Onsite best practices and product-knowledge transfer

SERVICE VALUE

Residency Services for VMware provides focused expertise to manage your unique operational management needs. EMC residency professionals deploy their knowledge and specialized skills against your specific requirements. Residents leverage EMC's best-practices library, knowledgebase, and extensive expertise to materially improve your virtual operational infrastructure.

FILL IMPORTANT STAFF, SKILL, AND EXPERIENCE GAPS

EMC residents provide a "best fit" of personnel and skills for your specific virtualization environment. Our VMware residents have VMware Certified Professional (VCP) credentials and are trained and experienced in both new and established technologies to help accelerate adoption of new capabilities and accelerate the learning of your internal resources. Residents act as trusted advisors to enable you to achieve and optimize best practices.

IMPROVE ROI ON YOUR VMWARE INVESTMENT

Leveraging EMC best practices and onsite knowledge transfer enables you to fully exploit the capabilities of VMware solutions in your IT environment and more effectively utilize your assets.

TAKE A MORE PROACTIVE APPROACH TO VIRTUALIZATION MANAGEMENT

EMC resources who are skilled and knowledgeable about VMware solutions, best practices, and your infrastructure will proactively manage your VMware environment and gain earlier insight into potential issues to minimize business impact. This proactive approach delivers specific recommendations unique to your environment to optimize your information availability.

IMPROVE STAFF EFFICIENCY AND EFFECTIVENESS

EMC Residency Services accelerate attainment of your internal project objectives and lower your operating expenses enabling your core team to focus on higher value-added activities or other business priorities.

ABOUT EMC GLOBAL SERVICES

EMC Global Services provides the strategic guidance and technology expertise organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 13,000+ professional and support-service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, experience, and knowledge derived from EMC's 30-year information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.

TAKE THE NEXT STEP

For more information, visit www.EMC.com or contact your local EMC representative.

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