

VMware View Basic Pilot Service

AT A GLANCE

The VMware View™ Basic Pilot Service is an introductory offering that helps you clearly define objectives, success criteria and testing methodologies for a proposed VMware View solution deployment. The service mitigates challenges and speeds time to production when implementing desktop virtualization.

BENEFITS

- Offers IT departments the chance to test desktop virtualization with end users in a safe, limited-exposure environment before large-scale deployment
- Helps IT departments build confidence in desktop virtualization among internal customers
- Provides the opportunity to define and refine success criteria to support a broad production deployment of desktop virtualization

Overview

Built on the power of VMware vSphere, VMware View™ is the industry’s leading desktop virtualization platform and provides the platform, management tools, and rich user experience that organizations need to reduce costs, streamline administration and increase end-user satisfaction.

VMware View Pilot Services allow customers to evaluate the benefits of desktop virtualization for their environments and fine-tune success criteria prior to a larger-scale deployment, by designing and deploying small-scale pilot implementations of VMware View. VMware View Pilot Services demonstrate the benefits of desktop virtualization using real world workloads, validate its ability to solve specific customer business challenges, and build confidence among end users to minimize risk in later full scale deployments.

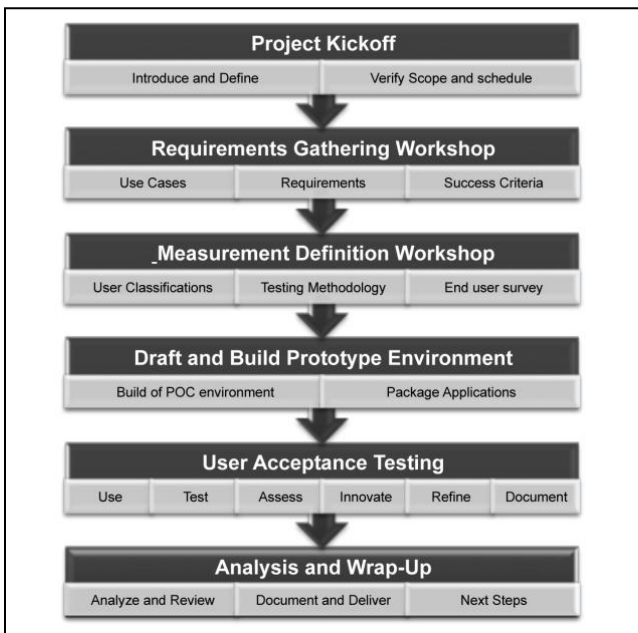
The VMware View Basic Pilot Service is an introductory offering that demonstrates how desktop and application virtualization can work in your environment. The Basic Pilot service includes a few well-known applications and login/logoff times to provide a basic example of production to facilitate knowledge transfer and enable user testing. A single use case and single stage pilot allows for up to 25 users to experience the pilot environment. This represents a production environment of up to 500 users for the same use case.

Customer Profile

- Customers who are looking for a proven methodology to demonstrate VMware View functionality with a basic set of applications requiring minimal customization to fit their specific use cases will find the basic Pilot appropriate for their requirements.
- Customers in search of a structured, disciplined approach that will provide clearly defined and documented objectives and success criteria to enhance deployment success.

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



Define and refine success criteria for your VMware View deployment and test your solution in a safe, pre-production or limited-production environment.

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

- Define project requirements and success criteria.
- Work with project team to define a detailed test plan and testing procedures
- Choosing users to participate in the pilot
- Building a prototype environment
- Perform simulated and actual application uses.
- Measure end-user satisfaction to demonstrate the viability and advantages of deploying VMware View across your environment.
- Documenting the entire exercise for evaluation in a later View Plan and Design engagement

Scope and Pricing

The VMware View Basic Service is offered as fixed-price, fixed-deliverable engagements. See Service Details for scope definition. VMware SKU: CON-VP-BAS

Requirements

- VMware vSphere™ environment (with sufficient resources (CPU, Storage, Network, etc) to support VMware View in required use cases) with dedicated, supported hardware for the prototype environment (installation not included in the service).
- Windows® XP Pro, Vista or Windows 7 operating system desktop licenses for virtual desktops.
- Access to the appropriate resources to contribute to discovery and requirements gathering sessions.
- VMware View, VMware 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. You must provide a DFS root to use during the pilot if redundancy demonstration is desired.

Service Details	
Engagement	<ul style="list-style-type: none"> – SKU: CON-VP-BAS – User Count: Up to 25-user pilot – Duration: Up to 15-day duration – Number of production users supported once tested: Up to 500
Pilot Details	<ul style="list-style-type: none"> – Single phase – Single VMware vCenter Server
Performance Analysis	<ul style="list-style-type: none"> – Microsoft Office 2003/7 – Physical to Virtual login/logoff baseline and comparison
Technical Details	<ul style="list-style-type: none"> – Use Case: One (1) LAN-based – Connection Broker: Single – Security Server: None – Desktop Pools: One (1) – Client Device: PC (repurposed) – View Composer: N/A
Application Virtualization	<ul style="list-style-type: none"> – MS Office – Acrobat Reader – Mozilla Firefox
Performance Analysis	<ul style="list-style-type: none"> – Microsoft Office – One (1) custom application and up to eight (8) hours of application baseline testing
Virtual Machine	<ul style="list-style-type: none"> – Once (1) Windows OS build – Standard office printers

Note:

- 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.

Related Services

VMware Professional Services and its partners provide end-to-end services to mitigate the challenges and speed time to production of VMware Desktop Virtualization products among customers of all sizes, across all industries. To further your adoption of VMware View solutions, you may be interested in purchasing additional services, including:

- VMware View Jumpstart Services
- VMware Desktop Virtualization Assessment Services
- VMware View Plan & Design Services
- VMware View Upgrade and Implementation Services

For More Information

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, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

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