

VMware View 4 Pilot Services

AT A GLANCE

VMware View™4 Pilot Services employ VMware best practices and virtualization expertise to design and deploy small-scale pilot implementations of VMware View 4 to validate its ability to solve specific business challenges. The three-tiered service offering allows customers to try out desktop virtualization and fine-tune success criteria prior to a larger-scale deployment, minimizing risk, building confidence among end users and demonstrating the benefits of desktop virtualization.

BENEFITS

- Gives customers the chance to test desktop virtualization and how it works towards their specific goals with end users in a safe, limited-exposure environment before large-scale deployment.
- Helps IT departments build confidence among internal customers about desktop virtualization.
- Provides the opportunity to define and refine success criteria based on pilot results, and modify Plan and Design accordingly to support a broader rollout

Why Virtualize Your Desktop Infrastructure?

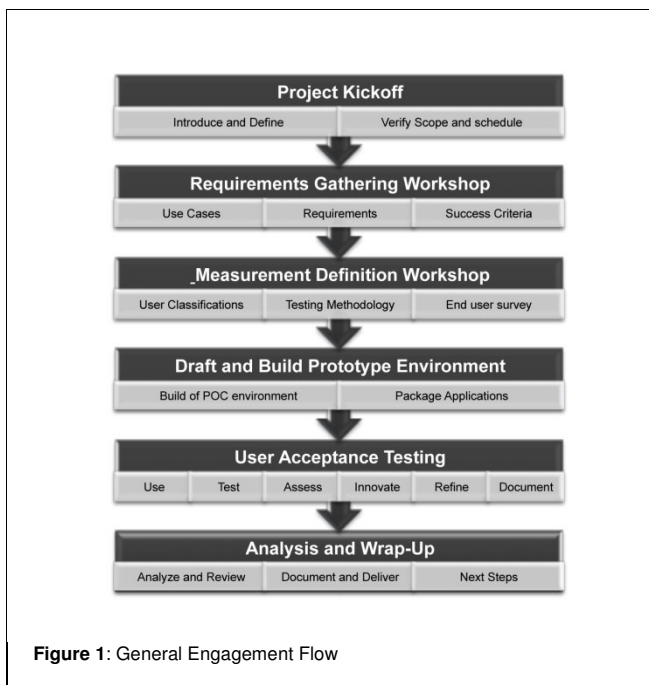
More and more, companies are transforming their desktop infrastructure with virtualization, replacing traditional PCs with virtual machines that can be managed and controlled cost-effectively. Desktop virtualization enables IT organizations to host and manage flexible desktop infrastructures centrally, in the datacenter, while giving end users a full PC desktop experience and providing secure, continuous access to desktops and applications.

VMware View 4's user-centric computing model breaks the bonds between the desktop and associated OS, applications and hardware, and dynamically assembles and delivers desktops and applications to users with a personalized view of their individual desktops. By encapsulating the desktop OS, applications and user data into isolated layers, VMware View enables IT staff to change, update and deploy each component independently for greater business agility and improved response time. The result is a more flexible access model that improves security, lowers operating costs and simplifies desktop administration and management.

The Benefits of VMware Professional Services

Unlike server virtualization projects that are limited to the datacenter, desktop virtualization directly affects end users across an organization. Reluctance among users to release control of their desktop to IT staff can inhibit adoption of desktop virtualization, depriving companies from reaping the technology's many benefits. VMware Professional Services consultants bring in-depth virtualization expertise and can apply VMware and industry best practices to help reduce risk and optimize the solution to align with a company's specific business needs and help to create confidence with internal customers through a consistent focus on end user satisfaction

VMware offers end-to-end consulting services to support customer adoption of VMware Desktop Virtualization products. VMware View 4 Professional Services accelerate the adoption of VMware Desktop Virtualization products among customers of all sizes, across all industries with Jumpstart, Assessment, Pilot, Plan & Design and Upgrade services delivered through VMware and its partners.



The VMware View Pilot Service

Developed in response to extensive work with customers, the VMware View Pilot Services helps determine the best way to implement custom desktop virtualization solutions that meet an organization's individual needs. Using industry best practices and in-depth experience in virtualization, the VMware View Pilot Services helps you define and refine success criteria and try out desktop virtualization in a safe, limited pre-production or production environment, prior to a large-scale deployment.

A building block to the VMware View Plan and Design Service, VMware Pilot Services:

- Help define and fine-tune objectives and success criteria to help with Planning and Design.
- Facilitate knowledge transfer and enables user testing.
- Reduce effort while increasing project efficiency.
- Reduce time spent validating and testing VMware View deployments.
- Provide a proven end user focused methodology for evaluating desktop virtualization's ability to meet the project's success criteria

Target Audience

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

Conducting a Pilot

A pilot gives you the opportunity to define and refine success criteria and test out a new solution in a safe, pre-production or limited-production environment, and prove or disprove that the solution can successfully address specific business challenges. Pilots are more in-depth than simple proof of concepts; they offer real-world customer data and user feedback to help fine-tune requirements and criteria. Pilot deliverables typically include a documented summary of requirements, success criteria, testing methodology and results, and observations and recommendations for a successful large-scale deployment.

Conducting a pilot deployment before rolling out a virtual desktop solution across your organization can help you avoid potential pitfalls. A pilot helps to minimize time spent validating and testing, so you can get your virtual desktop deployment right the first time, with less effort and more efficiency.

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

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

During the pilot, VMware consultants will:

- Clearly define project requirements and success criteria.
- Provide a detailed test plan to validate that the selected use case(s) will perform as required in a virtualized desktop environment.
- Conduct simulated and actual use cases that employ a defined set of user requirements among a set of users.
- Measure end-user satisfaction to demonstrate the viability and advantages of deploying VMware View across the environment.
- Enhance your understanding of the virtualized desktop environment you envision, and the required network infrastructure.

Choose a Service Level: Basic, Standard or Premium

The VMware View Pilot Service is offered at Basic, Standard and Premium levels.

Basic: An introductory offering that provides a straightforward analysis and demonstrates how desktop and application virtualization can work in your environment. Baseline and performance analysis include 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, which represents an environment of up to 500 production users with the same use case. Feedback is provided through predefined measurements and surveys.

Standard: Provides 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 75 users, which represents an environment of up to 1500 production users within the same use case. 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. Once tested, the standard pilot can scale out to 1500 production users.

Premium: Customized for each customer, the Premium service 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 an even more solution-oriented approach, and the design and deliverables are tailored to your specific use case requirements. A custom pilot of 150 users represents an environment

Pricing and Scope

The VMware View Basic and Standard Pilot Services are offered as fixed-price, fixed-deliverable engagements. The Premium Pilot Service is offered as a customized engagement. See the VMware View Pilot Service Comparison Chart for detailed information about the scope of each level of service. Contact your local VMware representative for pricing information.

Requirements

- 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, 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 is necessary.

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 Manager 4 Jumpstart Service
- VMware View 4 Assessment Service
- VMware View 4 Plan & Design Services
- VMware View 4 Upgrade Services

For More Information

More information about VMware software and services is available from www.vmware.com/services 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.