

# VMware View Pilot Services

## AT A GLANCE

VMware View Pilot Services allow customers to try out desktop virtualization and fine-tune success criteria prior to a larger-scale deployment, by designing and deploying small-scale pilot implementations of VMware View.

## Who benefits from this service?

- Customer considering large-scale deployments of VMware view and want to evaluate how VMware View will address the specific requirements of their organization.
- Customers in search of a structured, disciplined approach that will provide clearly defined and documented objectives and success criteria to enhance deployment success

## Accelerate Your Success with Desktop Virtualization

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Design and deploy small-scale pilot implementations of VMware View to evaluate the benefits of desktop virtualization

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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.

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 apply in-depth virtualization expertise and VMware and industry best practices to help reduce risk and optimize desktop virtualization solutions to align with companies' business needs. VMware Desktop Virtualization Services help to create confidence among internal customers through a consistent focus on end user satisfaction.

## VMware View Pilot Services

Developed in response to extensive work with customers, the VMware View Pilot Services helps determine the best way to implement custom desktop virtualization solutions to meet an organization's needs. The VMware View Pilot Service helps customers 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. 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

## Three Service Levels

The VMware View Pilot Service is offered at three levels:

- Basic
- Standard
- Premium

## 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 gained using real world production workloads 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.

**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

## 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

## 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

## 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.

## Delivery Methodology

During the pilots, 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.

## Scope and Pricing

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 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.

## For More Information

More information about VMware software and services is available from [www.vmware.com](http://www.vmware.com) and from your local VMware representative.

## Terms and Conditions

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Service Details	Basic	Standard	Premium
<b>Engagement</b>			
SKU User Count Duration Number of production users supported per use case tested	CON-VP-BAS Up to 25-user pilot Up to 15-day duration Up to 500	CON-VP-STAN Up to 75-users, 2 pilots Up to 25-day duration Up to 1500	N/A Up to 150-user pilot Minimum of 30-days (custom) Up to 3000
<b>Pilot Details</b>			
	Single phase Single VMware vCenter™ Server	Multi-phase Single VMware vCenter Server	Custom multi-phase Multi-VMware vCenter Server environment
<b>Performance Analysis</b>			
	Microsoft Office Physical to Virtual login/logoff baseline and comparison	Microsoft Office One (1) custom application and up to eight (8) hours of application baseline testing	Custom per engagement
<b>Technical Details</b>			
Use Case Protocol Support Connection Broker Security Server Desktop Pools Client Device View Composer	One (1) LAN-based only RDP, PCoIP Single None One (1) PC (repurposed) N/A	Up to two (2) LAN-based RDP, PCoIP Up to two (2) Single Up to two (2) PC or thin client Yes	LAN and remote RDP, PCoIP Multiple Multiple Multiple Multiple Yes
<b>Application Virtualization</b>			
	MS Office Acrobat Reader Mozilla Firefox	MS Office Acrobat Reader Mozilla Firefox Customer chooses two (2) applications. (Simple to medium complexity, up to 4 hours total)	Custom per engagement
<b>Virtual Machine</b>			
	One (1) Windows XP OS build Standard office printers	Two (2) customer OS builds, XP or Vista Standard office printers	Custom per engagement

