

Virtual Instruments Expert Service

Expert Services provide remote or onsite custom assistance



Virtual Instruments Expert Services provide ongoing, post-installation services designed to ensure customers maximize the value of their VirtualWisdom implementations. These services provide custom assistance; both remote and onsite, to ensure IT staff realize the value of the VirtualWisdom solution, and that it is tailored to their operational needs, driving business impact.

With a shortage of resources and rapidly changing environments, IT staff can be hard-pressed to transition out of the reactive, troubleshooting mode and become proactive SAN managers. A recent study reported that the average SAN administrator spends over 400 hours per year troubleshooting problems.

Expert Services provides the expertise and assistance to get ahead of the curve and replace troubleshooting work with value added work. Two tiers of packages are available depending on the complexity of a customer's environment and the scope of Virtual Instruments product deployments.

Benefits

- Maximizes the value out of the VirtualWisdom platform.
- With no increase in staff headcount, allows IT to become proactive SAN managers.
- Provides assistance with integrating the VirtualWisdom platform into the customers ITSM environment for efficient and effective operations.
- Provides a SAN vendor neutral perspective to design, implementation and trouble analysis environments and situations.
- Provides deep Fibre Channel protocol knowledge.
- Helps enable IT organizations to realize advances in their SAN Maturity Model (SMM).

Features & Deliverables

- Available in 5 and 20day packages
- Post installation baseline assessment
- Remote sessions
 - Assist with changes to environment
 - Review current configuration, alerts, reports and filters
 - Provide recommendations for and assistance with making changes
 - Support with analysis of output
 - Proactive assistance and education on feature and functionality usage
- Onsite sessions
 - Review of environment
 - Support case and enhancement request review
 - New release demonstrations and planning
 - Conduct Integration workshops
 - SAN Maturity Model (SMM) progression facilitation
 - Hardware checks as needed
 - Periodic Health Check and Performance Scan services

VI Expert Services Roles

System Tuning and Configuration Management

- Creates and configures the appropriate filters, alerts, dashboards and reports for the environment
- Provides onsite training and knowledge transfer of VirtualWisdom features and functionality
- Assists with the integration of VirtualWisdom into the customer's ITSM and trouble ticketing environment

Analyst

- Leverages VirtualWisdom product knowledge to identify solutions to business and technical problems
- Ensures overall solution delivers desired outcomes by providing knowledge based on data interpretation
- Provides detailed information into the performance and capacity management functional areas

Project Manager

- Has extensive knowledge and experience of VI implementations
- Reviews and monitors the customers data center implementation and migration projects to identify risks

Technical Adviser

- Offers broad-based technical advice in areas of architecture and configuration
- Assists in resolution of complex technical issues – trouble analysis
- Helps interpret and analyse Fibre Channel and report and recording data
- Provides expert advice on Layer 1 fibre installation and cleaning practices in line with industry best Practices
- Assists customer with aligning to VI's platform best practices

Package	Product Code	Description
5-day	PS-ES-05	Five days of Expert Services
20-day	PS-ES-20	Twenty days of Expert Services


Expert Services:

Onsite time can be scheduled in one or more day increments.

Remote time can be scheduled in four hour increments.

Each package is valid for one year.

Travel and Expense is billed separately.

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