

# VI Managed Services (VIMS)

## Customer Challenges

Today's IT staffs are challenged to do more with less, while expected to maintain 100% data availability and unparalleled application performance. Additionally, with cloud implementations and the different virtualization technologies together with the various storage options, the range of expected domain expertise is only getting wider and deeper. Whether from ongoing staff limits, ad hoc staff shortages, or while getting ramped up, today's enterprise IT management look for ways to augment their team's knowledge.

## VIMS Solution

The Virtual Instruments Customer Success Managed Services program is a remote-enabled, outcome-based service empowering data center owners to achieve maximum near term financial benefits from the optimization of infrastructure resources while improving availability and maximizing application performance. Let the VI Services team provide you answers while you focus on your business. VIMS provides insight from the unique set of VirtualWisdom® real-time data metrics delivering actionable data to make better decisions faster.

### Features

- Subscription-based
- Monthly Health, Utilization and Performance Reports
- Proactive Notification Management
- Remote Operational Support of VW Deployment
- Urgent Incident Response Sessions

### Benefits

- Aligned to your ITSM environment and requirements
- Augments your existing knowledge and staff
- Improves performance and availability of mission critical apps

- Speeds resolution of SLA-impacting issues
- Infrastructure aligned with Virtual Instruments best practices
- Infrastructure performance, risk and optimization assessments

## VIMS Solution Deliverables

The VIMS offers are powered by the most knowledgeable infrastructure performance experts in the industry. A dedicated team of Virtual Instruments subject matter experts (SMEs) with experience providing answers to hundreds of customers globally. VIMS tracks progress against key KPIs and help you to proactively manage your VirtualWisdom environments. VIMS is focused on improving the performance and availability of your mission-critical applications by augmenting your existing staff. VIMS provides three deliverables to achieve a repeatable and systematic value realization:

- **Monthly HUP Reporting and Remediation advice:** A periodic and systematic method for reporting the state of your infrastructure’s Health, Utilization, and Performance (HUP). Compilation from the continuing monitoring, diagnostics, and recommendations distilled from the correlation of on-prem VirtualWisdom metrics
- **Proactive Notifications Management:** Detection of changes on previously configured HUP baseline thresholds or, to inform of a trend which is reaching a critical limit.
- **Urgent Incident Response Sessions:** A vehicle to request unplanned urgent incident remediation support when some part of the monitoring environment has entered a severe or urgent condition, resulting in failures or errors in the infrastructure.

## VIMS Subscription Options

VIMS Tier	Data Sources Options (Software Probes)	Hardware Data Sources (Hardware Probes)	Deliverables for Data Sources or Elements Monitored by each VirtualWisdom Appliance
VIMS 3 months	<ul style="list-style-type: none"> <li>• VMware vSphere</li> <li>• Microsoft Hyper-V</li> <li>• IBM PowerVM</li> <li>• Fibre Channel Switches</li> <li>• NTAP</li> </ul>	<ul style="list-style-type: none"> <li>• FC Real-Time</li> <li>• NAS Real-Time</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly HUP Reports</li> <li>• Proactive Notification Management</li> <li>• One UIRS per 90 days (max 20 hours per incident)</li> </ul>
VIMS 6 months			
VIMS 12 months			
VIMS greater than 12 months			

Table 1: Subscription options

## Reports

Sample Findings	Sample Remediation Tactics
<ul style="list-style-type: none"> <li>• Performance - Application SLA deviations</li> <li>• Performance - Workload slow down</li> <li>• Performance - Flow control - slow drain device</li> <li>• Risk - Multipath issues - Single HBA</li> <li>• Risk - Virtual Machine storm</li> <li>• Risk - Bully and Zombie virtual machine detection</li> <li>• Optimization - Wasted host's capacity</li> <li>• Optimization - hot LUNs &amp; wasted unused LUNs</li> </ul>	<ul style="list-style-type: none"> <li>• Identified Physical Layer errors</li> <li>• CPU contention or memory pressure correction</li> <li>• Queue Depth tuning or removal lower speed HBA</li> <li>• Server and Storage Port utilization balancing</li> <li>• Backup or virus scans re-schedule configuration</li> <li>• Stop run away process and reclaim forgotten VMs</li> <li>• Virtual machine rightsizing</li> <li>• Balance hot LUNs and reclaim unused LUNs</li> </ul>

Table 2: Types of findings and tactics found in a HUP Report

Health-Server Availability (Traffic Load Balanced)	Month 1	Month 2	Month 3
# of Server Ports	1,540	1,569	1,860
% of Server Port Imbalanced Workload	36.88%	10.20%	10.18%
% of Server Ports at risk of Single Path Failure	20.34%	10.52%	5.25%

Application XYZ Performance	Month 1	Month 2	Month 3
Avg. Read ECT ms (Peak) SLA < 10	13.1	8.5	5
Avg. Write ECT ms (Peak) SLA < 5	4	2.5	3

Table 3: Example Extract of HUP Scorecard

## Summary

The VIMS offers are powered by the most knowledgeable infrastructure performance experts in the industry. VIMS tracks progress against key KPIs and helps you to proactively manage your VirtualWisdom environments. VIMS is focused on improving the performance and availability of your mission-critical applications by augmenting your existing staff, while ensuring that your infrastructure is aligned with Virtual Instruments best practices.



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