

# QuickStart Installation and Best Practices

## QuickStart Services

VirtualWisdom Customer Success QuickStart Services are designed to jumpstart the deployment and proficient operation of the Virtual Instruments' VirtualWisdom platform including the software features, associated hardware products such as Traffic Access Points (TAPs) and Performance Probes. These services combine an on-site hands-on administrative training and a series of remotely delivered introductory sessions covering Virtual Instruments' best practices and procedures. The sessions consist of carefully designed hands-on instructional modules delivered using your own monitored environment and, instructed by Virtual Instrument's experts - the worlds most experienced infrastructure performance analysts. QuickStart helps you to be immediately productive and ensures a successful initial VirtualWisdom deployment.

### Features

- Project management, planning, logistics, remote preparation, and up to four days of on-site installation assistance for basic configuration and transfer of knowledge for basic measurement and analysis of data
- Consultative style remote guided hands-on sessions providing best practices to analyze and correlate data; producing health utilization and performance findings and recommendations for alert policies, relevant reports and built-in applied analytics.
- Follows instructional modules designed to introduce domain knowledge concepts, and interpretation of VirtualWisdom unique key metrics relevant to the monitored environment covering an extensive range of data center vendor independent configurations such as virtualized servers, virtualized storage, Fibre Channel and/or NAS storage.

### Benefits

- Enables IT staff to successfully complete the installation of all VirtualWisdom hardware and software components in a timely fashion
- Enables IT staff to understand and monitor all relevant VirtualWisdom metrics for continued analysis and interpretation
- Enables IT staff to realize benefits in the first week and the first month of VirtualWisdom deployment
- Provides in-depth customized education on metrics analysis, health, utilization and performance best practices
- Teaches how to use VirtualWisdom features and analytics to improve the performance and availability of your monitored environment.
- Immediate visibility to applications and workload characteristics enabling performance profiling and early detection of unexpected SLA deviations while exposing hidden infrastructure health issues

## QuickStart Deliverables

QuickStart has a software-only option that includes switch link monitoring (Switch Probe) and Virtualized Server monitoring (Virtual Server Probes), and a full-product option that adds hardware link monitoring (Performance Probes for Fibre Channel and NAS storage). Key deliverables include:

Installation preparation	<ul style="list-style-type: none"><li>• Deployment checklist</li><li>• Schedule Coordination</li><li>• Provide deployment preparation materials</li><li>• TAP-in best practices webinar</li><li>• Customer change control and preparation</li></ul>
Installation and configuration consulting - 2 to 4 days onsite	<ul style="list-style-type: none"><li>• Installation of one VirtualWisdom appliance</li><li>• Configuration of ProbeSW (Switch Probe)</li><li>• Configuration of ProbeVM for Virtual Servers (vSphere, Hyper-V, PowerVM)</li><li>• Configuration of Probe NTAP</li><li>• Installation of Fibre Channel SAN or NAS Performance Probe</li><li>• Basic admin and product use training</li></ul>
Installation completed by customer IT staff; metrics captured over 14 days	<ul style="list-style-type: none"><li>• Support calls to help ensure that data collection is occurring properly</li></ul>
Health, Utilization and Performance hands-on best practices guided sessions for the monitored environment.	<ul style="list-style-type: none"><li>• Consultative interactive review of findings and best practices as instructional modules are delivered</li><li>• Advice on configuring of alarms, creation of custom relevant reports, correlating findings from different domains and leveraging the built-in applied analytics</li></ul>

## Optional Services after QuickStart:

- Additional QuickStart services as new employees get hired or join the team
- PROWisdom: Consultative post-deployment service after QuickStart to enable further guided optimization
- On-Demand CIAs: On-demand Infrastructure Audit to assess infrastructure Health, Utilization and Performance
- VI Managed Services (VIMS): Focus on your business and let VI professional services experts operate and provide IPA answers for you



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