

# Platinum Deployment

Take the first steps towards true application-centric Infrastructure Performance Management using your new VirtualWisdom platform with our Platinum Deployment services option.

The Platinum deployment option is an integrated VirtualWisdom platform service designed to support your need to begin proactively managing your infrastructure using the VirtualWisdom platform. It leverages Virtual Instruments best practices and experience.

Virtual Instruments experts configure your solution, ensure complete discovery of your application-centric entities, and train your staff in basic use of VirtualWisdom for Infrastructure Performance Management.

Our Platinum deployment includes implementation planning and project management, worry-free installation and configuration by our experienced Field Application Engineers to ensure complete discovery, a working session to review your application-centric entity design and assist you in identifying and creating app-centric entities, followed by basic training, and assistance in setting up alarms, reports, and dashboards to ensure application-centric Infrastructure Performance Management. We also include a baseline basic assessment of your infrastructure health, utilization, and performance and three months' of follow up to ensure remediation and to train you in performing assessments on your own.

## Platinum Deployment Services

The Platinum Deployment services are delivered by Virtual Instrument's experts - the world most experienced infrastructure performance analysts.

Our Platinum Deployment includes implementation planning and project management, focused on your long-term adoption and value realization using VirtualWisdom. We kick off the service with a Profiling and Discovery working session with your key teams, to create a tailored approach for delivery based on your needs and defined areas of knowledge. We leverage deployment checklists, and work with you to plan the logistics and preparation for your installation of VirtualWisdom.

Our experienced Field Application Engineers install and configure the VirtualWisdom software and hardware on site, then verify data collection by the platform, and ensure that report data is visible in the VirtualWisdom user interface.

Installation and configuration is followed by operational training of your admin team in VirtualWisdom administration and portal health.

Our basic training arms your users with the basic skills and knowledge required for application-centric IPM using VirtualWisdom. You receive access to our complete library of training through our online training portal, Virtual Instruments University. We also deliver navigation and product use training through a live, instructor-led online course delivered once a month. This training is followed by hands-on training by VI experts using your own VirtualWisdom portal on performing a basic assessment of the health, utilization, and performance of your infrastructure. Our VirtualWisdom Runbook Reference Guide, with recommended best practices and checklists, is provided as part of our Platinum Deployment services.

Our entity requirements, set up, and training working session helps you to establish a full stack, application-centric view of your infrastructure. We conduct a cross-functional review of your environment and applications, then work with you to identify an entity design, using VI best practices, that enables application-centric monitoring for maximum application availability and performance. We train your team in entity setup, configuration, and maintenance so you can manage your entities going forward.

We follow this with services designed to enable you to the enhanced capabilities our proactive alarm management, reporting, and application-centric dashboards bring to Infrastructure Performance Management. We conduct a series of working sessions to review your requirements for alarms and alerting, reporting, and dashboards, then assist and train you in their set up and maintenance. This service takes you to the next level of I&O maturity using

VirtualWisdom, by enabling you to proactively manage your infrastructure using VirtualWisdom.

At project close, we evaluate your users' readiness and collaborate on a future operationalization roadmap as required.

### Features

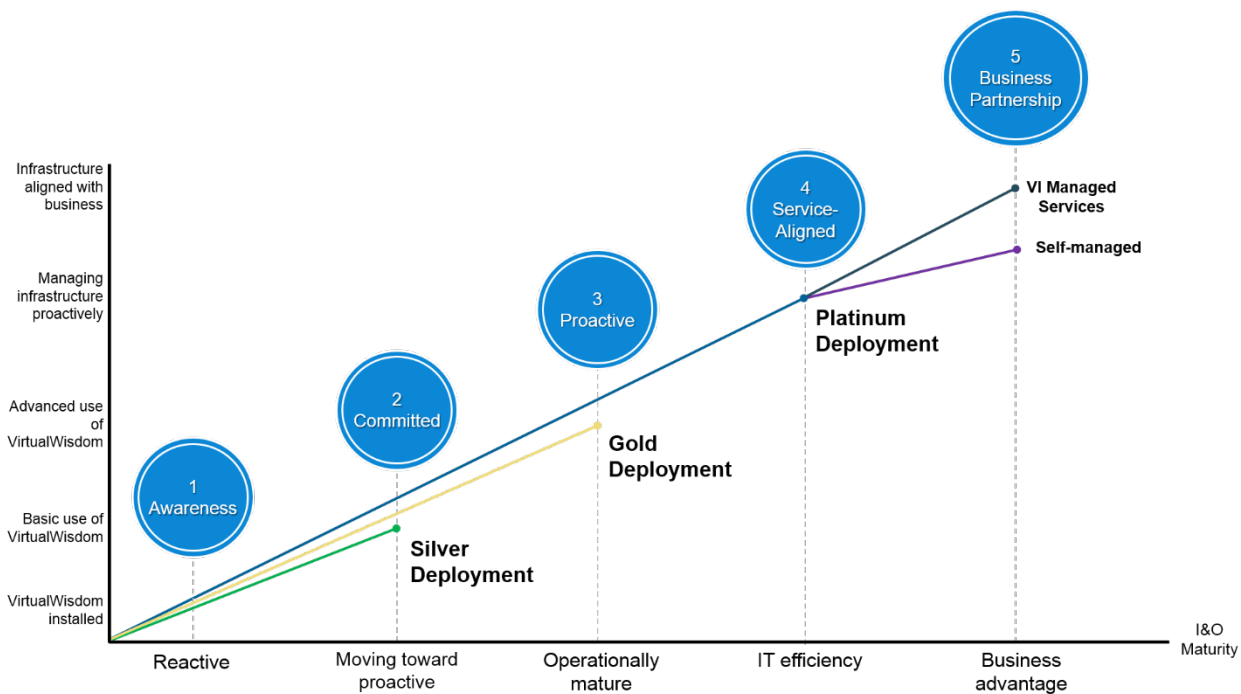
- Project management, planning, logistics, remote preparation, and on-site installation and configuration assistance.
- Worry-free installation by our experienced engineers.
- Access to Virtual Instruments University catalog of online course.
- Live, instructor-led group training in product navigation and product use, and basic troubleshooting using VirtualWisdom.
- VirtualWisdom Runbook Reference Guide with best practices, health check, and basic assessment checklists.
- Operational training using your VirtualWisdom portal.
- Entity discovery, set up, and maintenance assistance and training.

### Benefits

- Realize value quickly from your VirtualWisdom platform.
- Leverages VI's best practices and components.
- Hardware and software components installed and configured successfully.
- Staff trained in VirtualWisdom maintenance and health.
- Staff trained in basic use of VirtualWisdom for application-centric Infrastructure Performance Management.
- Application-centric entities designed to support application availability and performance.
- Assistance in design and set up of alarms, reports, and dashboards for application-centric IPM.
- Baseline health, utilization, and performance measured after installation, and then for three months.
- Staff trained to conduct assessments post-baseline measurement period.

## Deployment Options Comparison

Our deployment options are aligned with Gartner's Infrastructure and Operations Maturity model, to help you realize I&O maturity using VirtualWisdom's app-centric IPM. Each option targets a level of operationalization aligned with your existing and future desired level of Infrastructure and Operations Maturity. Our complementary options are designed to be added as part of an overall roadmap for your value realization.



## Complementary Service – Silver Deployment Option

Our Silver Deployment option is our basic package for VirtualWisdom installation, configuration and training. Virtual Instruments experts configure your solution, ensure complete discovery of your application-centric entities, and train your staff in basic use of VirtualWisdom for Infrastructure Performance Management.

## Complementary Service – Gold Deployment Option

Our Gold Deployment option includes all the services that comprise our Silver Deployment package, but moves your operationalization one step further by adding services designed to leverage the enhanced capabilities available through proactive alarm management, reporting, and application-centric dashboards. We conduct a series of working sessions to review your requirements for alarms and alerting, reporting, and dashboards, then assist and train you in their set up and maintenance. This service takes you to the next level of I&O maturity using VirtualWisdom, by enabling you to proactively manage your infrastructure using VirtualWisdom.

	Silver	Gold	Platinum
Profiling and Discovery Services	<ul style="list-style-type: none"> <li>Profiling and discovery session</li> </ul>	<ul style="list-style-type: none"> <li>Profiling and discovery session</li> </ul>	<ul style="list-style-type: none"> <li>Profiling and discovery session</li> </ul>
Installation Services	<ul style="list-style-type: none"> <li>TAP-in support</li> <li>Installation and appliance/probe configuration</li> </ul>	<ul style="list-style-type: none"> <li>TAP-in support</li> <li>Installation and appliance/probe configuration</li> </ul>	<ul style="list-style-type: none"> <li>TAP-in support</li> <li>Installation and appliance/probe configuration</li> </ul>
Training Services and Reference Materials	<ul style="list-style-type: none"> <li>Virtual Instruments University online courses</li> <li>Instructor-led live group basic product training</li> <li>Operational training using customer's portal</li> <li>VirtualWisdom Runbook reference guide</li> </ul>	<ul style="list-style-type: none"> <li>Virtual Instruments University online courses</li> <li>Instructor-led live group basic product training</li> <li>Operational training using customer's portal</li> <li>VirtualWisdom Runbook reference guide</li> </ul>	<ul style="list-style-type: none"> <li>Virtual Instruments University online courses</li> <li>Instructor-led live group basic product training</li> <li>Operational training using customer's portal</li> <li>Advanced troubleshooting training</li> <li>VirtualWisdom Runbook reference guide</li> </ul>
Features Set Up and Configuration	<ul style="list-style-type: none"> <li>Entity discovery and set up, maintenance</li> </ul>	<ul style="list-style-type: none"> <li>Entity discovery and set up, maintenance</li> <li>Alarm requirements and configuration</li> <li>Report requirements and configuration</li> <li>Dashboard requirements and configuration</li> </ul>	<ul style="list-style-type: none"> <li>Entity discovery and set up, maintenance</li> <li>Alarm requirements and configuration</li> <li>Report requirements and configuration</li> <li>Dashboard requirements and configuration</li> </ul>
Baseline Assessment with 3-month Follow Up and Remediation Assistance			<ul style="list-style-type: none"> <li>Baseline assessment with recommendations for remediation</li> <li>3 monthly follow ups with scorecard</li> <li>Assessing infrastructure post-baseline training</li> </ul>



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