

SERVER VIRTUALIZATION MANAGED SERVICES

Is your IT infrastructure agile enough to respond instantly to changes in business demand?

Are you monitoring and alerting on your VM performance and capacity in real time?

Do you know how to measure ROI for your virtual environment?

GlassHouse Server Virtualization Managed Services provides clarity into the management and support of your virtual infrastructure through detailed reports, relevant metrics and keen analysis by vendor-independent professionals with deep technical knowledge and practical, hands-on experience in virtualization technologies. Developed in response to the recognition that IT managers struggle with visibility into their virtualized environments, we offer two levels of service that enable you to offload day-to-day operations to experienced, independent consultants so you and your team can focus on adding value, driving the business and identifying opportunities. With trust in the metrics and reports you receive about your infrastructure, you will be able to make confident decisions that impact business ROI.

GlassHouse Server Virtualization Managed Services establishes standard, smooth processes that control costs and improve efficiency through a 'single pane' view. Our experts monitor and manage day-to-day operations using our unique management interface, Horizon.

GlassHouse's two service options are:

Optics for Server Virtualization

- Provide visibility into the performance and capacity of your environment
- Improve environment agility and flexibility to respond to business opportunity
- Develop and deliver mutually satisfactory service level agreements
- Act as a single point of accountability for stability and performance
- Establish a customer-centric operation dedicated to service
- Predict future capacity requirements to control costs and budgeting
- Increase business productivity by leveraging strong VMware expertise
- Employ ITIL best practices and establish Key Performance Indicators (KPIs) to measure success and efficiency

Fully Managed Services

Phase One: The Discovery Process: identify current metrics, service levels and process maturity, then explore the desired service levels. Define roles and responsibilities, identify existing backup tools, define required reports and content.

Phase Two: Stabilization and Optimization: integrate monitoring tools, implement changes to reduce risk and improve service levels, generate capacity and configuration reports, implement run books, SOPs and establish change control.

Phase Three: Operations: GlassHouse assumes management of the client's environment. Provides monitoring, alerting, metrics, administration and reporting, manages change control process.



GlassHouse Technologies is a global provider of IT infrastructure services enabling organizations to consolidate, virtualize, protect and manage their IT environments. GlassHouse delivers services through TransomSM, a unique process framework comprised of software tools, proprietary methodologies and best-in-class consultants. We reduce costs, decrease risk and improve service levels by providing accelerated, measurable results, vendor independent solutions and transparency in the IT environment. GlassHouse focuses on the storage, data protection, virtualization and data center markets.

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Features of Fully Managed Services include:

- A dedicated Service Account Manager
- Full operational incident management
- Technical support and subject matter experts
- Vendor support and escalation paths
- Set up service delivery terms of reference, processes and procedures
- Set up standard operating procedures, run books, and service level agreements
- Maintain the environment
- Manage scheduled tasks and policies
- Capacity planning and performance analysis
- Backup restores, audits and testing
- Change and configuration management
- Problem root cause analysis and fix
- Remote dial in sessions
- On-site support

Deliverables:

- o Monitoring
- o Reporting
- o Detailed capacity planning and trending
- o Virtual Machine cost modeling
- o Management of supported environments
- o SOP development
- o Operational run book development
- o SLAs
- o Daily turnover
- o Terms of reference
- o Incident report review



Why GlassHouse...

Whether your organization is focused on reducing cost and risk or improving service levels, GlassHouse's vendor-independent consultants quickly identify the performance, cost effectiveness, and risks of your existing environment and offer a quick, efficient and practical path to improvement. Our experts develop remediation plans designed to expand the functionality and capacity of the current environment, to improve the utilization of existing assets.