

# Enterprise Elite Services

## Virtualization - AID & MANAGE



NetEnrich's Enterprise Elite Services (EES) for Virtualization server(s) are designed to provide solution providers with a comprehensive suite of 24 x 7 monitoring, maintenance<sup>1</sup> and administration for their enterprise clients. Enterprise Services for virtual servers help solution providers and IT Administrators maintain performance and reliability while adding on-going reporting.

## Virtualization Infrastructure Services

**Proactively monitor the health of your client's virtual servers with NetEnrich EES AID & MANAGE:** Our talented team of NetEnrich administrators can help you maintain a comprehensive virtual environment by providing the best possible delivery of managed services and maintaining open communication with customers on requirements and ITIL based best practices.

### Key Monitoring Parameters

Server Availability
Server performance (CPU, Memory, Disk)
Server Hardware monitoring
Network Interface – Total Bytes/sec
Network Interface – packets Outbound errors

### Supported Technology

SUPPORTED TECHNOLOGY
<b>VMware</b> VMware ESXi, VI Foundation, VMware VI Standard, VMware VI Enterprise, VMware VDI
<b>Microsoft Hyper-V</b> Microsoft Hyper-V Server 2008 R2, Microsoft Server 2008 R2 Standard, Microsoft Server 2008 R2 Enterprise, Microsoft Server 2008 R2 Datacenter
<b>Citrix Xen</b> Citrix Xen Server Free, Advanced, Citrix Xen Server Enterprise, Citrix Xen Server Platinum

### Standard Operating Procedures (SOPs)

NetEnrich personnel will review incoming alerts and log files to quickly pinpoint an issue and proceed with pre-defined standard operating procedures (SOPs) for remediation.

NetEnrich will follow SOPs for verifying and resolving alerts indicating availability, host performance issues, database backup jobs, data storage and cluster.

### Troubleshooting and Full Remediation

NetEnrich will remotely troubleshoot and fix issues for alerts that are generated from the existing configuration on the server.

- If the SOPs fail to resolve the problem, the ticket will be updated and immediately escalated to the appropriate domain expert within NetEnrich in order to troubleshoot remediate the issue.
- Vendor Tech Support escalation<sup>1</sup> and resolution will be handled by NetEnrich personnel.

### Administrative Activities

The NetEnrich services team will perform administrative activities as part of the Move, Add and Changes (MACs) and Service Requests (SRs).

#### Virtual Server Infrastructure Tasks

- Shutdown, Restart, Power off/ON of Virtual servers.
- Managing performance of the servers. Increase/Decrease memory, CPU and Disk space.

### Virtual servers Maintenance and Health Checks

Virtual server maintenance activities include patch management and updating of the latest antivirus definitions.

NetEnrich will run **health checks** on virtual servers once every thirty (30) days in order to identify any critical issues. NetEnrich will also alert the solution provider in AID level service while simultaneously resolving the critical issues on the server in MANAGE level service. Monthly health checks also include checking performance of the Virtual Host, deleting unwanted snapshots, data store consistency checks and backup jobs.

### VDI Infrastructure

VMware VDI (Hosted Desktop): Connection status, users session of a hosted desktop and SSL VPN Connectivity, monitoring the hosted desktop instance (power On/Off, suspend, resume), resource consumption and utilization (CPU, memory, disk capacity I/O and network I/O).

#### VDI Administration Tasks

- Service and events (Agent Shutdown, Desktop pool empty).
- Access Management: Virtual Desktop Manager (VDM) to manage user access to centralized virtual desktops.
- Flexible provisioning: Deploy individual desktops for each user or create persistent and non-persistent desktop pools.
- Hosted desktop predefined policy administration.
- Upgrades to OS/Application using vSphere templates/Nested Clones.



**SALES CONTACTS:** For more information, visit us at [www.ingrammicro.com/seismic](http://www.ingrammicro.com/seismic) or call the

Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail [saleservices@ingrammicro.com](mailto:saleservices@ingrammicro.com).

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MID-MARKET SERVICES FOR VIRTUAL SERVERS	AID	MANAGE
24 x 7 Monitoring of virtual host Servers	✓	✓
Alert Validation and Escalation	✓	✓
Verifying Completion of Backup Jobs	✓	✓
NetEnrich Pre-defined Standard Operating Procedures (SOPs) Initial Remediation	✓	✓
Client's Custom Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Antivirus Definition Updates Validated	✓	✓
Windows Patch Management Per Customer Approval	✓	✓
Executive Dashboard (Web portal), On-Demand, Weekly and Monthly Reports	✓	✓
Monthly Health Checks for Virtual Servers		✓
Troubleshooting and Full Remediation		✓
Vendor Tech Support <sup>1</sup> for Further Troubleshooting and Full Resolution		✓
Hardware Vendor <sup>1</sup> Coordination for Hardware Failures		✓
Move, Adds, Changes (MACs) <sup>3</sup> and Service Requests <sup>4</sup>		✓

### Reports

Weekly and monthly reporting is provided and reports are available on demand for both NetEnrich EES AID and MANAGE services.

NetEnrich reports provide valuable data to regularly assess the overall health of a client's IT infrastructure under management.

**1** – Microsoft Vendor Tech Support Included. Must have valid vendors' maintenance/technical agreement for Network devices, Non-Microsoft or third-party applications, and antivirus products.

Expiration of maintenance/technical support agreement places limits on AID & MANAGE services. Software and hardware put into 'End of Life' by vendor will be limited to WATCH and AID service only.

**2** – Default Windows patch Management includes Security and critical patches. Genuine windows license is the responsibility of the customer.

**3** - MACs for AD, Exchange mail boxes, Blackberry, Terminal servers and citrix are included.

**4** - Service requests limited to 30 minutes in length, and 5 hours per month maximum per customer.

## Out Of Scope

The following list of service activities are not within scope of AID or MANAGE services for Virtual Servers. These activities can be delivered by Remote System Administrator (RSA) services in conjunction with EES AID or MANAGE services:

- Advance VMware Administration
  - Distributed Power Management
  - Data Protection Management (DPM) operations
    - Evaluating/configuring and managing DPM operations
    - Analyzing Host Power-off Recommendations and configuration
    - Analyzing and recommendations/configuring – Host Power-off Cost Benefit analysis
- Migration of any virtual machines off of the associated host
- Creating new VMs/cluster/Virtual infrastructure
- Host removal and virtual machines reconfiguration
- Configuring/managing VM HA options (Restart Policy and Isolation Response)



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## About NetEnrich

NetEnrich offers solution providers and MSPs a better way to grow their IT businesses with infrastructure, enterprise, cloud and data center managed services. The company's innovative business approach of delivering IT as a professional service (IT-as-a-Service) provides instant access to expert, certified IT engineers, proven ITIL processes and an ISO27001 certified, SAS70 audited network operating center at a much lower cost than full-time resources.

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