



## Putting VMware virtualization to work

HP services and support for a successful virtualized environment



### Overview

- Count on expertise from a worldwide network of VMware services professionals.
- Get the most from your VMware and server investment, and realize a faster return on investment.
- Choose from flexible purchase options for services and support that fit your precise needs.

It's not surprising that virtualization is rapidly becoming a vital, mainstream technology. By pooling and sharing resources, a virtualized server environment allows your server capacity to automatically expand and shrink to meet changing workload demands. The benefits are so significant that industry analysts predict that up to 96% of all businesses will deploy some form of this technology by 2008.<sup>1</sup>

Whether you have already deployed virtualization technology or are thinking about doing so, it's likely that you are considering these important questions:

- What is the impact of virtualization on my day-to-day IT operations?
- How do I maintain and improve service-level agreements (SLAs) through a virtualized environment?
- What workload are my servers running?
- What's the peak load in each server?
- How can I increase capacity as needed?
- Where do I have potential problems?
- How do I optimize uptime, and if unplanned downtime occurs, how do I quickly recover?
- What can or can't be consolidated?
- How do I manage change on one virtual server without impacting services provided by the other virtual servers?

VMware software has been an important part of the trend toward virtualization. With 55%<sup>2</sup> of the market share in virtualization software for business environments, VMware is clearly the recognized leader. To gain the most from your VMware environment, you need a partner that not only thoroughly understands server technology and VMware but is highly experienced in deploying virtualization in a complex, multivendor environment.

<sup>1</sup> Yankee Group, 2006 Global Server Virtualization Survey

<sup>2</sup> Virtualization, Part 1: Technology Goes Mainstream, Nets Corporations Big TCO and Fast ROI, Yankee Group, July 2006

“It’s a matter of when, not if, the overwhelming majority of organizations—from micro SMBs to the largest multinational global enterprises—will deploy server virtualization technology.”

—Yankee Group, 2006 *Global Server Virtualization Survey*

## How can we help?

HP Services can help you craft your business strategy, design and implement a virtualization solution, and operate a successful virtual infrastructure using VMware. To do this, we qualify a wide range of HP ProLiant servers and StorageWorks storage products, and then integrate HP management software. The goal is to help you consolidate your ProLiant servers to make the most of your server environment.

In fact, HP is the only company named an Enterprise VMware Authorized Consultant, giving us the highest certification for delivering VMware services, support, education, and technology. We give you access to transformational services delivered by experienced professionals using proven methods and tools.

These services continue throughout the product lifecycle, usually beginning with an initial assessment of your needs. This assessment is typically followed by consultation with you about the best way to meet those needs. We also offer HP installation and startup services, ongoing technical support, and programs to train and educate your staff. These options are designed to meet the needs of companies from small to medium-sized up to multinationals with a global presence.

## VMware Capacity Planner Assessment Service

This service offers your business an effective way to measure what it needs to make the most of the virtual environment. The HP VMware Capacity Planner Assessment Service begins by automatically capturing and tracking data over a 30-day span. It then gives you a visual representation of historical use patterns in a form that’s easy to use.

The assessment service also gives you a simple, practical way to test alternative scenarios in order to gauge the effects of changing workloads on critical applications, enabling you to plan the best way to implement a virtual environment and improve server use. Designed to reduce IT costs in several important ways, the service shows you how to consolidate your servers by increasing their utilization. Then you can remove unneeded equipment, reducing space requirements in your data center. Consolidation also reduces power and cooling requirements. In short, the HP VMware Capacity Planner Assessment Service can help you plan and implement a more efficient use of your IT infrastructure.

HP will consult with you on the results of your assessment to make recommendations for IT consolidation. The goal is to give you clear, definitive answers to a number of key questions:

- How many legacy servers can or should be retired?
- How many can be consolidated?
- What performance can we expect after consolidation?
- What are the quantifiable benefits?
- How can I identify potential opportunities to reduce costs?
  - By managing less equipment
  - By reducing the space needed for your data center
  - By simplifying power and cooling requirements
- How can I increase efficiency?
  - Through virtualization technology that enables a more efficient use of IT assets
  - By enabling more customer services per compute node

With HP Care Pack Services, you can quickly deploy, maintain, and get results from VMware software. It's support that lasts throughout the product lifecycle.



### VMware Virtual Infrastructure 3 Installation and Startup

This service is aimed at helping you get your VMware hardware and software up and running as quickly, economically, and successfully as possible. This can be vital—especially if your IT organization is already stretched to capacity. And if not handled carefully, technology change can cause serious problems, including business interruptions and end-user dissatisfaction.

HP VMware Virtual Infrastructure Installation and Startup is available in four package variations to help you match your deployment needs with your VMware Virtual Infrastructure software licenses. Each package includes time for your HP Services specialist to work with you to prepare for the installation, deploy the software package, configure the software, and conduct an orientation session.

- Package 1: Installation and Startup for Virtual Infrastructure Starter (one-day engagement)
- Package 2: Installation and Startup for Virtual Infrastructure Standard (two-day engagement)
- Package 3: Installation and Startup for Virtual Infrastructure Enterprise (five-day engagement)
- Package 4: Customized services based on a statement of work; may include environmental assessments, virtualization consulting, or custom installation and startup

The HP VMware installation and startup packages reduce the in-house time, effort, and resources you'll need to successfully deploy VMware. Proven over many successful installations by HP's experienced professionals, these packages reduce risk, allowing you to make major infrastructure changes with confidence.

### HP Education Services

We can help you transfer knowledge about virtualization and VMware to your staff—building their skills, their confidence, and their productivity. The goal is to shorten the time it takes to start realizing the return on your VMware investment and to keep performance high throughout the product's lifecycle.

In addition, HP offers more than 200 instructor-led classroom courses and 3,000 online courses, available in 170 countries. Courses cover subjects including HP ProLiant servers, storage solutions, HP Rapid Deployment Pack, HP SIM, and Microsoft® software along with many others—and of course, comprehensive instruction on VMware. More information is available at [www.hp.com/education](http://www.hp.com/education).

## HP Software Technical Support Services

We can assist you with continuing, high-quality support for your VMware software with a wide range of easy-to-purchase options. These give you the precise level of coverage your business needs.

Convenient HP Care Pack Service packages give your IT team direct access to experienced HP Response Center engineers for reliable advice on issues such as software features and use, problem diagnosis and resolution, and software-defect identification. In addition, HP is the only OEM of VMware solutions that can help you access a special escalation queue within VMware, if required.

Technical support services features include:

- Support for guest operating system within the virtualized environment, as part of VMware support
- Support for HP ProLiant Essentials Virtual Machine Management (VMM) and Server Migration Pack (SMP), as part of VMware support
- 9x5 or 24x7 coverage window; 1- or 3-year term options
- Maximum 2-hour callback response
- Speedy access to technical resources
- Telephone problem diagnosis and resolution
- Installation advisory support
- Remote access for problem investigation using HP Service Essentials Remote Support Pack
- Software product subscription and update distribution

HP Software Technical Support is delivered through our customer support centers worldwide. They provide fast, reliable access to technical specialists who have the skills and experience to deal with software usage questions as well as problem identification and resolution.

### Why HP?

For any business looking to gain from the advantages of virtualization through VMware, HP offers a unique portfolio of software, hardware, and support services designed to make the transition quick, easy, and successful. Our 69,000 service professionals in 170 countries deliver proven services and support for business-critical technology in today's complex, multivendor environments.

As the industry's only Enterprise VMware Authorized Consultant, HP is clearly the premier supplier of VMware solutions, services, and support. And with experts in Microsoft, UNIX®, Linux, and open source technology, we are adept at handling environments that combine virtualization with the transition to new operating systems.

### For more information

To learn more about how to get the most from VMware solutions, please contact your HP sales representative or HP authorized reseller, or visit:

[www.hp.com/services/virtualizationsupport](http://www.hp.com/services/virtualizationsupport)

To learn more, visit [www.hp.com](http://www.hp.com)

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