



ARROW ENTERPRISE COMPUTING SOLUTIONS

Virtualisation Services from Arrow ECS

Helping our partners generate extra margin
and extend their technical abilities





Virtualisation Readiness & Review Service



ARROW ENTERPRISE COMPUTING SOLUTIONS

Overview

The Virtualisation Readiness & Review service from Arrow ECS proactively evaluates your proposed virtualisation initiatives or reviews your existing virtual infrastructure, to help you optimise the configuration for performance, manageability, availability and operational cost savings.

Reviewed Technologies

- Citrix – XenServer 5.x, XenDesktop 3.x, 4.x, XenApp 4.x, 5.x, 6.x
- VMware – VI3, vSphere 4, View 4.x
- AppSense Management Suite 8.x

Benefits

- Reduces the risks of platform migrations by reviewing and adjusting your virtualisation strategy before you migrate
- Compare the leading desktop virtualisation technologies and learn how virtual desktops will impact both users and IT administrators operationally
- Optimise virtual machine usage and increase consolidation ratios, reduce power and cooling requirements
- Understand how to integrate virtualisation into your current BCP/DR strategies

Target Audience

IT administrators and business unit leaders with a desire to optimise the performance, efficiency and operating costs of their virtualisation platform.

Deliverables

- Collaborative discovery workshop
- Technical review of current virtual infrastructure
- Assessment report and best practice recommendations
- Final strategy meeting and next steps

Key Activities

Action	Responsibility
Kick-off meeting	All
Business, technical architecture and operations review	All
Technical review and analysis	Consultant
Analysis conclusion	All
Report production	Consultant
Close-down session and next steps	All

Roles and Responsibilities

- **Arrow ECS Virtualisation Consultant:** The Arrow ECS consultant will; conduct the interactive workshop, analyse the environment, provide knowledge transfer and make recommendations to optimise performance
- **Customer IT Management:** The customer IT Management team is responsible for providing access to IT processes and resources that involve the virtual infrastructure
- **Customer Systems Administrators:** IT Administration staff responsible for server and network configurations, topology diagrams and storage subsystems needed to provide support during the review process.
- **Customer Responsibilities:**
 - Virtual infrastructure / desktop software, licensing and installation
 - Un-installation or Re-installation of products or applications
 - Access to systems as needed
 - Access to documentation, diagrams and related materials

Requirements

System:

- VMware Virtual Infrastructure™ 3, vSphere™ 4 or later
- vSphere SDK for Perl (formally VI Perl Toolkit) or VMware vMA 4.0 (formally VIMA) – may require the installation of scripts for data capture
- VMware VI3/4 Virtual Centre™
- Citrix XenServer™ 5.x or later
- Microsoft Hyper-V
- Additional virtual machines may be required to collect inventory data depending on virtualisation platform in use

Pricing and Scope

The service is limited to the review of up to two virtualisation hosts. Contact your Arrow ECS account manager for pricing information.

Arrow ECS Part codes:

- IMP-ASSESS-READ-REVIEW-CITRIX
- IMP-ASSESS-READ-REVIEW-VMWARE



Virtualisation Consolidation and Capacity Planning Service



ARROW ENTERPRISE COMPUTING SOLUTIONS

Overview

The Arrow ECS Virtualisation Consolidation and Capacity Planning service is the first step in enabling your Virtualisation Consolidation and Capacity Planning Strategy. Consolidation and capacity planning is not a one-time event, but rather an ongoing process combining both manual and automated tasks, monitoring, analysis and reporting.

The service combines best practice automation tools and expert advice to take the guesswork out of server consolidation and capacity planning initiatives and provides a framework for ongoing management of resources and costs associated with virtualisation.

Benefits

- Collects inventory and performance data with no need to physically touch data centre servers
- Analyses key server performance metrics and produces consolidation plans that maximise utilisation while minimising resource contention
- Identifies servers most suitable for virtualisation and improves consolidation ratios
- Understand potential power, cooling and floor space cost savings and ROI gained from different consolidation models while cost-justifying green computing initiatives
- Mitigates risk by using experienced consultants and proven best practices

Deliverables

- Analysis of business and technical objectives, current hardware demands and future needs
- Early identification of possible consolidation candidates before automated analyses are made
- Installation and configuration of framework analysis and management tools and initiate data collection
- Scheduled data validation check (after 15 days)
- Final data collection and offsite report composition with onsite close down session to present results, conclusions and next steps.

Key Activities

Action	Responsibility
Qualification check-list and conference call	All
Identify early consolidation candidates	All
Install and configure automation tools	Consultant
Data collection and validation check	Consultant
Offsite report composition	Consultant
Close-down session & next steps	All

Target Audience

IT administrators and business unit leaders with a desire to reduce server management, maintenance and energy costs.

Roles and Responsibilities

- **Engagement Manager:** Plans and coordinates all customer session and report activities
- **Consultant:** Conducts workshop and implements technology ready for data capture
- **Customer Project Manager:** Coordinates site logistics, project sponsors and customer staff
- **Customer Project Experts:** Provide information about business and technical requirements and participate in workshops

Requirements

System Requirements (actual requirements will vary depending on technology selected during project qualification stage) :

- Existing physical server / virtual platform to install data collection components (virtual machine or virtual appliance)
- Existing database server (to record metrics)
- Monitoring and analysis product licenses (Consultant will advise during initial scoping conference call and will be quoted separate to the service)
- Access to customer technical staff and materials during installation of workload inventory and analysis tools

Pricing and Scope

The service is offered as fixed-price, fixed-deliverable engagement with a maximum of 50 target servers (physical or virtual) for monitoring over a period of 30 days. For higher numbers of monitored servers and pricing information contact your Arrow ECS account manager.

The service collects non-sensitive hardware and software performance statistics for analysis. The software used by the Consultant will vary dependant on the customer's environment and business needs. Please contact your Arrow ECS account manager for further information.

Arrow ECS Part codes:

IMP-ASSESS-CONSOL-CAP-PLAN



Virtualisation Consultancy Services

The delivery engine behind our partners



ARROW ENTERPRISE COMPUTING SOLUTIONS

Arrow ECS can be the trusted partner today's organisations require a single-source provider of consulting, expertise, hardware and software solutions they need to ensure that virtualisation is leveraged in the ways that make the best business sense for them.

Overview

Arrow ECS is a leader in delivering virtualisation solutions with a focused set of services designed to make virtualisation easy to understand, design, deploy and support. We enable you to keep your promises to customers by offering them value added services that will allow you to win new business and remain competitive in this rapidly expanding market.

Vendors Covered

Citrix, VMware, Vizioncore, AppSense, Wyse, ChipPC, Novell, UniPrint, Centrix, Xsigo.

Virtualisation Services

Our ranges of virtualisation services cover integral components of most virtualisation projects – virtual applications, desktops and servers.

5 Reasons to partner with us

- Grow your virtualisation business with fewer technical resources
- Rely upon certified, experienced consultants when you need them most
- Win new customers with our presales services
- Deliver a complete solution to your customers including; presales, implementation, documentation and knowledge transfer services.
- Effectively budget for technical consultancy costs with our price banded services

	Bronze	Silver	Gold	Platinum
Description	Entry-level consultancy service for small-scale projects including configuration documentation and knowledge transfer.	As Bronze, a mid-sized consultancy service including presales, design and delivery documentation.	As Silver, for larger and more complex projects including project management.	As Gold, for bespoke projects that integrate virtual app, desktop and server technologies.
Pre-consultancy meeting	Yes (conference call or in person)	Yes (conference call or in person)	Yes (conference call or in person up to 3 times)	Yes (on-site as required)
Project Management	No	No	Yes	Yes
Documented Scope	Yes	Yes	Yes	Yes
Design & delivery documentation	No	Yes	Yes	Yes
End-user knowledge transfer	No	½ day	1 day	Yes
Configuration Documentation	Yes	Yes	Yes	Yes
Max # of virtual applications (includes virtual desktop solutions)	1-5	6-10	11-19	20 or more
Max # of virtual servers	2	3-5	6-9	10 or more
Price from	£4,166	£9,334	£18,571	POA – guaranteed service delivery pricing for longer projects

Prices

Contact your Arrow ECS account manager for pricing information.

Arrow ECS Part codes:

IMP-DEPLOY-CITRIX-BRONZE	IMP-DEPLOY-VMWARE-BRONZE
IMP-DEPLOY-CITRIX-SILVER	IMP-DEPLOY-VMWARE-SILVER
IMP-DEPLOY-CITRIX-GOLD	IMP-DEPLOY-VMWARE-GOLD
IMP-DEPLOY-CITRIX-PLATINUM	IMP-DEPLOY-VMWARE-PLATINUM

Arrow ECS Professional Services One Call Support




In today's fast-paced business environment, don't let your customers suffer from inefficient support and unnecessary downtime.


A little insurance can go a long way toward protecting the bottom line. With Arrow ECS support services, you and your customers get instant access to our highly trained team of experts and timely solutions across multiple platforms. Our support contracts enhance your customer's existing vendor maintenance contracts by providing a single support contract that covers virtually every product in your customer's data centre, thereby eliminating the hassle and frustration of single vendor / single product support.


Our telephone-based technical support services are available around the clock, providing expert troubleshooting assistance whenever it's needed. We provide a one-stop shop support solution; the customer is never told to call someone else.

Contact us today

Find out more about how One Call can provide your customers with access to expert advice across multiple platforms:

 0118 913 0690

 onecall@arrowecs.co.uk

 www.arrowecs.co.uk/onecall

Features and Benefits

One Call support reduces system downtime and increases overall reliability and productivity.

- **Industry certified engineers** - with real world experience. Certifications include MSCE, CCA, CNE, CCNA, VCP and vendor product certifications, and many others.
- **Personalised Service** - the phone is ALWAYS answered by a person, you never have to deal with voicemail or automated menu systems!
- **A single point of contact for all your support needs** - we troubleshoot across multiple products and platforms so you never have to call someone else to get your issue resolved.
- **Escalation support** - we escalate to vendors as needed on your behalf to resolve the most complex of issues at no additional charge.
- **Extensive knowledge base** - developed over years of solving complex problems, our knowledge base lets us quickly diagnose and resolve commonly reported issues or any issue that has been reported in the past.

Options

One Call support contracts are telephone-based, incident based, and good for 12 months. You pay for only the amount of coverage you think you will need in a year. Options include:

- Standard business day support, 8:00am – 5:00pm in the customer's local time zone
- 24x7x365 support
- Incidents are purchased in increments of five

Whether you are focusing on growing your business, entering new markets, building your pipeline, or closing more opportunities, Arrow ECS professional services provides the necessary tools, resources and support to accelerate your efforts, and ensure your success.

Service	Need	Solution
Consulting Services <ul style="list-style-type: none"> • Vendor / Industry certified experts • Specialising in Data Centre, Storage, Servers, Security and Software • Assessment, Design, Planning, Migration, Implementation • Project Management 	Resellers that need to grow their business faster than the market and faster than the competition, but lack the technical staff and/or resources to address all of their customers' needs.	We act as an extension to a reseller's services team providing rapid scalability and expertise needed to address virtually any professional services opportunity. Our Subject Matter Experts (SMEs) can help deliver product and services solutions that fill the critical business needs of our reseller's customers.
Education Services <ul style="list-style-type: none"> • Vendor authorised training • Open enrolment, Private / Reseller-hosted, Online • Microsoft, VMware, Novell, Blue Coat, Fortinet, SonicWALL 	Resellers that need to gain engineering certifications or capture additional revenue and profit by training their customers on new technology.	We provide Vendor authorised training as a turnkey service to resellers and their customers. We enable the reseller to expand their vendor / product portfolio through increased engineering certifications and to enable the customers to maximise their technology investments.
Support Services <ul style="list-style-type: none"> • 24x7 telephone based help desk • One Call incident based support • Elite / Managed support • Multi-vendor / Multi-product 	Resellers that need to improve their ability to provide technical support after the sale but have limited resources to build or expand their own help desk.	We enable resellers to offer a wide range of post-sales technical support services to their customers allowing them to build and strengthen long-term relationships.
Managed Services / Cloud Computing <ul style="list-style-type: none"> • MSP aggregation and integration for resellers • Managed Security Services • Managed Infrastructure Services • Software as a Service (SaaS) • Disaster Recovery and Business Continuity 	Resellers that need to offer their customers alternative solutions while building or expanding a monthly recurring revenue stream.	By acting as a managed services aggregator, we streamline and accelerate the selection, engagement, integration, and management process for resellers building or expanding their managed services portfolio.

Credentials/Experience:

When you contract with us, you can be confident of the high level of knowledge and expertise you are extending to your customers' projects. Staffed with experts on multiple products and technologies, each member of our professional services team has years of real-world experience as well, ensuring that your customer's project will be a success in any environment.

Professional Services Engagement Process

We make it easy to partner with us and leverage our broad portfolio of professional services. We offer complete turnkey solutions including presales support, available project planning and management, and the technical expertise to ensure the job is done right from start to finish. All you have to do is contact your Arrow ECS sales representative and we'll do the rest.

Competitive Differentiators

- Arrow ECS will NEVER compete against our resellers for their customer's business.
- Pre-determined deliverables, timelines, and costs are based on a Statement of Work (SOW).
- "No strings attached": resellers have the flexibility to decide when and how to combine additional products, solutions, or services with each project.
- Streamlined yet flexible engagement model accelerates the sales cycle while preserving your customer relationships.
- Available project management resources ensure each engagement goes as smoothly as possible.
- One-stop-shopping: our engineers and consultants are experts in multiple products and technologies and can leverage our extensive line card for solution recommendations.

Our sales team is waiting to help:

 0118 913 0690

 onecall@arrowecs.co.uk

 www.arrowecs.co.uk/onecall

A Total Support Solution with One Phone Call

24 x 7 x 365 Support or 8 x 5 Business Day Support



ARROW ENTERPRISE COMPUTING SOLUTIONS



In today's fast-paced business environment, your computing needs are so critical that even a minute of downtime could cost you thousands of pounds.

Description

Get instant access to expert support staff and timely solutions across multiple platforms with our One Call Incident-Based Support Services.


Business Need


With One Call Support Services, you are never told to call someone else; we support you from end-to-end, providing you with a complete solution to your problem, every time. Vendor support is typically sufficient if the problem lies within their product line. However if the vendor thinks the problem is caused by another product, you are usually told to "call the other vendor."


The lack of a one-stop solution forces you to maintain several support contracts with different vendors, which creates confusion, costs and takes considerable time. We provide a total solution for your entire company, rather than for just a specific product.

Contact us today

Find out more about how One Call can provide your customers with access to expert advice across multiple platforms:

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Benefits

One Call Support Services reduces system downtime and increases overall reliability. Use our innovative solutions approach to eliminate the frustration of standard telephone support. In addition it provides you with a single point of contact for complete support requirements saving you time, money and resources. That's the One Call Support Advantage! In addition, you receive:

- **Industry certified engineers** - with real world experience. Certifications include MSCE, CCA, CNE, CCNA, VCP and vendor product certifications.
- **Escalation paths** - for all supported products, we escalate to the vendor as necessary with no additional charge or effort to the customer.
- **One call, multiple products** - we will work complex issues involving multiple vendors (listed on reverse) to eliminate vendor finger pointing.

Scope

- Monday to Friday Business Day Support - 8:00 am - 5:00pm (in local time zone) or 24x7x365 Telephone Support
- Incidents expire one year from the date of purchase
- Remote control capabilities are available through Webex™

What is an incident?

A single support issue is a problem that cannot be broken down into subordinate problems.

Example: Customer states that users cannot print when using Citrix XenApp. The solution may involve several causes, but it is a clearly stated problem and only a single incident is used.

Supported Products

Various Vendors	Microsoft Server	Citrix
<ul style="list-style-type: none"> • AEP Networks • Allot • Blue Coat (incl. PacketShaper) • Citrix • CA • Commvault • DataCore • Double-Take • Fortinet • HP-Thin Clients • Lakeside Software • McAfee • Novell • Oracle • Radware • Riverbed • RSA • ScriptLogic • SonicWALL • Sophos • ThinPrint • VizionCore • VMware • WYSE • Zeus 	<ul style="list-style-type: none"> • Microsoft Windows Server • Microsoft Exchange Server • Microsoft Application Center • Microsoft BizTalk Server • Microsoft Commerce Server • Microsoft ISA Server • Microsoft Speech Server • Microsoft Virtual Server • Microsoft Windows Storage Server • Microsoft Systems Management Server • Microsoft SQL Server • Microsoft Terminal Services • Microsoft Content Management Server • Microsoft Host Integration Server • Microsoft Identity Integration Server • Microsoft Operations Manager • Microsoft SharePoint Portal Server • Microsoft Live Communication Server • Microsoft Small Business Server • Microsoft Active Directory 	<ul style="list-style-type: none"> • Citrix Access Essentials • Citrix Access Gateway • Citrix Access Gateway Enterprise • Citrix Advanced Access Control • Citrix EdgeSight • Citrix Netscaler • Citrix Password Manager • Citrix Secure Gateway • Citrix XenApp • Citrix XenDesktop • Citrix XenServer • Citrix Branch Repeater • Citrix Web Interface

Service Level

Severity	Definition	Maximum Initial Response Time
Severity I	System is offline/ down and/or completely unusable. The problem creates an unacceptable, mission critical condition on the client's operation without acceptable workaround or functionality to perform tasks considered to be essential to client's business operations and productivity.	Within 1 hour
Severity II	System is up: The problem causes a significant impact without acceptable workaround. The problem allows the client to continue operating, but is significantly impaired in performing tasks considered to be important but not primary to immediate business operations.	Within 2 hours
Severity III	System is up: The problem causes only a limited or insignificant impact. Important to longterm functionality, but does not cause an immediate work stoppage. Problem does not have significant impact to the client's operations or functionality that is not important and infrequently used.	Within 3 hours

One Phone Call support pricing

SKU	Description	Incidents
SPTICABD0050	Business Day 5 Pack	5
SPTICABD0100	Business Day 10 Pack	10
SPTICABD0150	Business Day 15 Pack	15
SPTICABD0200	Business Day 20 Pack	20
SPTICABD0250	Business Day 25 Pack	25
SPTICA240050	24x7x365 5 Pack	5
SPTICA240100	24x7x365 10 Pack	10
SPTICA240150	24x7x365 15 Pack	15
SPTICA240200	24x7x365 20 Pack	20
SPTICA240250	24x7x365 25 Pack	25
SPTICA240300	24x7x365 30 Pack	30
SPTICA240350	24x7x365 35 Pack	35
SPTICA240400	24x7x365 40 Pack	40
SPTICA240450	24x7x365 45 Pack	45
SPTICA240500	24x7x365 50 Pack	50
SPTICA241000	24x7x365 100 Pack	100

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