

Managed Services for Virtual Environments

Description:

This document outlines services offered by Par 4 to monitor and manage your virtual infrastructure and SAN environment.

Overview:

Par 4, headquartered in Amesbury, MA, has a great deal of experience in designing, implementing and managing virtual infrastructure environments. We have become particularly strong in the area of VMware Virtual Infrastructure and IP SAN storage. Our Network Operations Center (NOC) provides post-implementation follow up support (management and troubleshooting) for our SAN and VMware customers. Par 4 also offers continued support for customers with Virtual Infrastructures. This paper outlines the various support packages that are currently available. Feel free to contact us with any questions about our services at (978) 388-7711 or contact@par4tech.com

Procedures:

Performance Data Report

Report detailing performance data from each ESX host. This report will address any concerns or possible configuration enhancements to be made. The following will be analyzed:

1. Disk I/O
2. CPU
3. Memory
4. Network

Capacity Usage & Planning

Analysis of capacity usage, trends, and growth.

1. Disk usage (ESX SAN volumes & local storage on ESX hosts)
2. Snapshot space usage on SAN (if applicable)
3. Physical Memory Usage/Growth on ESX hosts

Recommendation report, identifying any short term needs:

1. Additional ESX hosts
2. SAN Storage
3. Local Storage
4. Memory



Monitoring & Troubleshooting

1. 12 x 5 (Mon-Fri, 6am-6pm) email event handling for critical hardware alarms (VMware, Dell/EQL). Note: Par 4 NOC email will need to be added to email notification recipients on VirtualCenter and EQL.
2. Par 4 engineers will log in remotely to troubleshoot issues.
3. Client will be notified of all events and resolution status.

Patching

Apply patches to both ESX hosts and to SAN microcode (schedule downtime if a reboot is needed). Note: not all patches will be required—only patches that are applicable will be installed.

Management

Assistance with day to day tasks associated with VMware and Dell EqualLogic.

- VM deployments
- SAN Volume creation/growth
- Snapshot recoveries
- Server migrations/host maintenance

General Support

12 x 5 email line for general questions on the following products:

1. VMware
2. Dell/EqualLogic

Standard Pricing:

A-la-carte

| | |
|-------------------------------|----------------|
| VIA Report | \$900/ report* |
| Event Monitoring & Assistance | \$700/ month |

*for an average datacenter, quarterly reports are sufficient

Packages

| Package | Price |
|---|------------|
| P4-MS (Par 4 Managed Services) Platinum - Quarterly VIA reports - Monthly monitoring & support | \$8,600/yr |
| P4-MS Gold - Semi-annual VIA reports - Monthly monitoring & support | \$7,100/yr |
| P4-MS Silver - Annual VIA reports - Monthly monitoring & support | \$6,400/yr |

Please contact us for additional information.