

# ELVIS

## ENTERPRISE LEVEL VIRTUAL INFRASTRUCTURE SUPPORT



### OVERVIEW

Enterprise Level Virtual Infrastructure Support – ELVIS, is a service offering that enables you to augment traditional vendor support offerings with a team of experts dedicated to your Virtual Infrastructure environment.

ELVIS specifically addresses the challenges inherent in supporting the interdependencies of the individual applications that comprise your Virtual Infrastructure.

Foedus' expertise across the technologies that comprise your Virtual Infrastructure provides you a single entity for understanding, troubleshooting and supporting your virtual environment.

#### Key Benefits

- Provides optimum support coverage for your Virtual Infrastructure environment
- Delivers rapid response time to ensure timely resolution of support issues
- Simplifies problem resolution with a single point of multi-vendor technology expertise
- Provides redundancy within your IT Department
- Increases efficiencies among your IT personnel
- Analyzes gaps between your Virtual Infrastructure and industry standard best practices management

#### Services

- Live support
- Guaranteed 24 hour onsite response option
- Secure online customer support portal
- Certified support personnel
- Scheduled system audits
- Unlimited trouble ticket creation

#### Deliverables

- A support contract that provides optimal coverage for your Virtual Infrastructure environment
- A comprehensive Virtual Infrastructure documentation set
- A proven methodology for troubleshooting your Virtual Infrastructure environment

#### Key Activities

ACTION	RESPONSIBILITY
Kick-off Call & Contract Setup	All
Onsite Audit	Foedus
Documentation Review	All
Trouble Ticket Initiation	All
Continued VI Support	Foedus

#### Target Audience

- Architects, administrators and data center managers currently using Virtual Infrastructure technologies and applications

Note: This support program is intended for organizations running Virtual Infrastructure

#### Products Supported

- VMware: ESX 2.5, ESX 3.0, Lab Manager, VMconverter, Automated Installs, V-Doc, Virtual Center, Capacity Planner
- EqualLogic: PS Series Storage
- PlateSpin: PowerRecon, PowerConvert
- Microsoft: Softgrid
- DoubleTake: for Windows, SRO, Application Manager, for Virtualization
- Acronis: True Image
- Vizioncore: VCharter, VRanger
- Riverbed

#### Pricing and Scope

The ELVIS pricing and scope is dependent upon each of our customers individual support needs. Whether your requirements are minimal or more extensive, ELVIS is designed to meet a broad range of support demands.

Please contact your local Foedus representative for additional pricing and scope information.

And rest assured, with Foedus support services ELVIS never leaves the building!

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Virtual Technologies...Real Results

#### Foedus

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