

## Starting right. Scaling smart... AppSense Professional Services



Part code: PS-CONS-SD-E

### Overview

As the complexity of the customer environment has increased, so has the functionality of AppSense software, continuing to allow the customer to fully manage all parts of their IT infrastructure. Therefore, it is necessary for the design, configuration and testing of AppSense software to be undertaken in a controlled manner, before integration into the customer's environment.

AppSense Professional Services have developed an enterprise level design service to assist the customer to define the implementation and to scope a smooth transition from the existing environment to the new solution.

Key to the service is an initial workshop to identify the High Level Design (HLD) of the solution and define the scope of the implementation.

A Project Initiation Document (PID) is developed detailing project scope, acceptance criteria, organization and the high level plan and a HLD is created for the AppSense portion of the solution. These documents can be presented to the customer with an estimate of the time and skills required to complete the implementation.

Following successful completion of the service, the customer may use their accredited implementation partner of choice to perform the Low Level Design and to complete the implementation of the solution.

This design service is subject to contract.

### Service description

#### Definition workshop

The Definition workshop is an initial workshop session led by the AppSense Project Manager and the AppSense consultant. The purpose of this workshop is to review and agree the requirements of the implementation and to confirm the components forming the completed solution.

#### Project Initiation Document (PID)

The PID is one of the main outputs from this service. It acts as the key baseline document for the delivery of the solution. It sets out the project objectives, the success criteria and the timeline for the project.

#### High Level Design (HLD)

The HLD acts as a technical plan for the solution, and is the basis for the follow on Low Level Design. It contains a logical view of the infrastructure design, the solution design and the profile and migration strategy.

### Deliverables

- Definition workshop
- Project Initiation Document (PID)
- High Level Design (HLD)

### Customer benefits

- Solution design and planning by experienced AppSense project managers and consultants
- Documented implementation baseline document
- AppSense best practice based High Level Design
- Reduction of commercial and implementation risk

### About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.

# Enterprise solution design service



**AppSense.com**  
**iwanttoknowmore@AppSense.com**

## Specific exclusions

This service is a design service and does not include the installation or configuration of any software.

This service is limited to designing a solution with:

- A maximum of 4 datacenters
- Multiple environment delivery mechanisms chosen from terminal services, virtual desktop infrastructure (VDI), Physical Desktop and laptop
- Multiple application technologies chosen from native applications, App-V or Citrix Streaming
- A maximum of 10,000 users
- A maximum of 300 personalized applications
- User data migration to the new environment

This service is limited to the AppSense environment, and does not include a design for the surrounding infrastructure including but not limited to Active Directory, Mandatory Profiles and SQL server.

For an environment outside these limitations please contact your account manager for a bespoke quotation.

## Scope of Work

- Two day on-site workshop to identify the high level design of the solution and define the scope of the implementation.
- Off-site development of PID and HLD

## Pre-requisites

To ensure the success of the service, it is essential that certain key technical personnel are present at the initial workshop. These people should be able to articulate the current customer environment, and the requirements for the target solution.

The key technical personnel include a representative responsible for administration in each of the following areas:

- Desktops
- Applications
- SQL
- Active Directory
- Windows Server
- Network