

Professional services - Guide to service offerings

AppSense[®]

You are the technology



About the AppSense Virtualized User Infrastructure

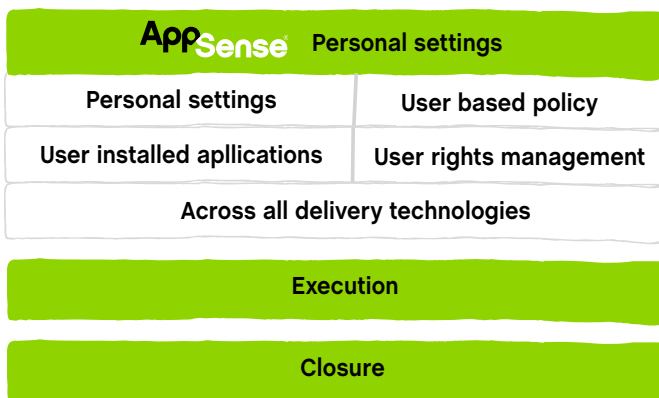
AppSense Professional Services is a division of AppSense, which provides consulting and education services to customers and partners around the world. From dedicated AppSense consultants, to partner accreditation services and proven implementation methodologies, AppSense Professional Services provides everything you need to ensure an accelerated, low-risk, efficient and successful implementation of your user virtualization solution.

The AppSense Virtualized User Infrastructure (VUI) manages everything specific to a user on the desktop. This user environment contains; user-based corporate policy, personalization settings, user rights management and user-introduced applications. The infrastructure delivers the user environment into virtual, physical and streamed desktops and applications and across operating system versions (e.g. XP, Vista and Windows 7, Server 2008, 32/64 bit). For existing desktops, migration capabilities move employees into dynamically delivered, standard desktops seamlessly.

Education services

AppSense offers three levels of accreditation to both partners and customers. Training in the implementation methodology of the VUI requires a combination of classroom sessions, practical hands-on use and shadowing of live projects. Entrants must pass a series of examinations and staged projects in order to achieve the relevant level of accreditation. Accreditations are awarded to an individual, not a company and are ratified by AppSense Professional Services.

For more information on AppSense education services and accreditations, please contact educationservices@AppSense.com



AppSense accreditation levels:

- AppSense Expert
- AppSense Specialist
- AppSense Professional

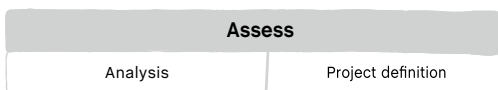


Consulting services

Consulting services are offered by both accredited AppSense partners and by AppSense Professional Services. From project management and scoping, to design and infrastructure integration, through to roll-out management and on-going consulting for process improvement, consulting services provides a complete end-to-end solution for your VUI project.

AppSense utilizes proven project management methodologies. As with all methodologies, the most appropriate components are used to ensure all projects are delivered in a controlled manner, with an emphasis on quality, budget and timescales. The method developed provides a structured approach to the project, to ensure a smooth transition from the current environment to the new solution to mitigate risk. An AppSense project manager is typically assigned at project start up to manage the project through the entire project life cycle. Opposite is a typical project lifecycle for implementation of the VUI.

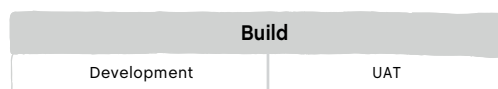
Delivery methodology



A solution architect and project manager will hold a workshop with the stakeholders and technical representatives to perform requirements analysis and project scoping.



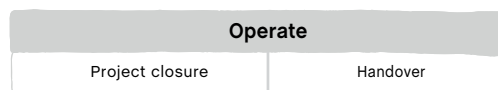
Solution architect will obtain further detailed information in order to describe an AppSense infrastructure and configuration to meet the customers requirements. The project manager will finalize and document the acceptance criteria.



Implementation of the infrastructure and configuration designs. Functional & user test plans are created. Testing is performed in Dev to identify any issues & ensure the configuration is fit for UAT. Design is reviewed & any changes made prior to deployment.

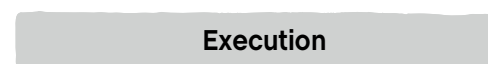


Rollout of the AppSense solution to the customers production user base in accordance with an agreed Migration plan, typically staged to take into account user types and locations.



Handover of the solution from the project installation team to the customer's support team. Also incorporates the production of the project closure report and a project closure meeting.

Engagement framework



AppSense accredited consultants are always available post-implementation for health-checks, next-phase roll-outs and problem resolution.

For more information on AppSense Implementation and Consulting Services, please contact consultingservices@appsense.com

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.