

Solution design service overview



Professional Services

Starting right. Scaling smart... AppSense Professional Services



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 three design services to assist the customer to define the implementation and to scope a smooth transition from the existing environment to the new solution. The services utilize experienced consultants to provide a design for the AppSense element of the customer solution.

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.

Solution design service

This service is suitable for less complex environments with a small number of users and applications. It is based around a 1 day solution architect led workshop, with a High Level Design and Statement of Work being completed off-site. These documents are provided within 10 working days of the completion of the workshop.

Premium solution design service

This service is suitable for medium complexity environments. It is based around a 1 day Project manager led workshop, with a High Level Design and a Statement of Work being completed off-site. These documents are provided within 15 working days of the completion of the workshop.

Enterprise solution design service

This service is suitable for higher complexity environments. It is based around a 2 day Project Manager led workshop, with a High Level Design and a Statement of Work being completed off-site. These documents are provided within 20 working days of the completion of the workshop.

Key to each service is an initial workshop to identify the high level design of the solution and define the scope of 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.

Service description

Definition workshop

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

Statement of Work (SoW)

The SoW 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 scope for the implementation.

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.

Customer benefits

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

Pre-requisites

To ensure the success of the services, 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