

# User virtualization jumpstart services



Professional Services

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



Part code: PS-CONS-SD-1

### Overview

The AppSense user virtualization jumpstart is designed for companies that want to explore the benefits that user virtualization can provide when introduced to their desktop strategy. By demonstrating the ability of the AppSense Virtual User Infrastructure (VUI) to ease the migration and management costs of desktops while improving your end user's experience, you will begin the process of discovery and planning your own user virtualization infrastructure as part of an overall optimized desktop strategy.

The jumpstart service consists of knowledge transfer, implementation services, and workshops to demonstrate the value and capabilities of a VUI within a model customer environment. Deliverables include a fully functional Proof of Concept ('POC') environment using evaluation licenses hosted on non-production systems.

An AppSense Solution Architect will help you determine architectural considerations for implementing an AppSense user virtualization solution within the context of your desktop strategy and you will have the opportunity to prove its success in specific use cases throughout the POC.

### Service description

As a part of the jumpstart Service, an AppSense solution architect will:

- Clearly define requirements, use cases, and success criteria
- Provide a detailed test plan designed to validate that the selected use cases will perform as required within the confines of your desktop strategy

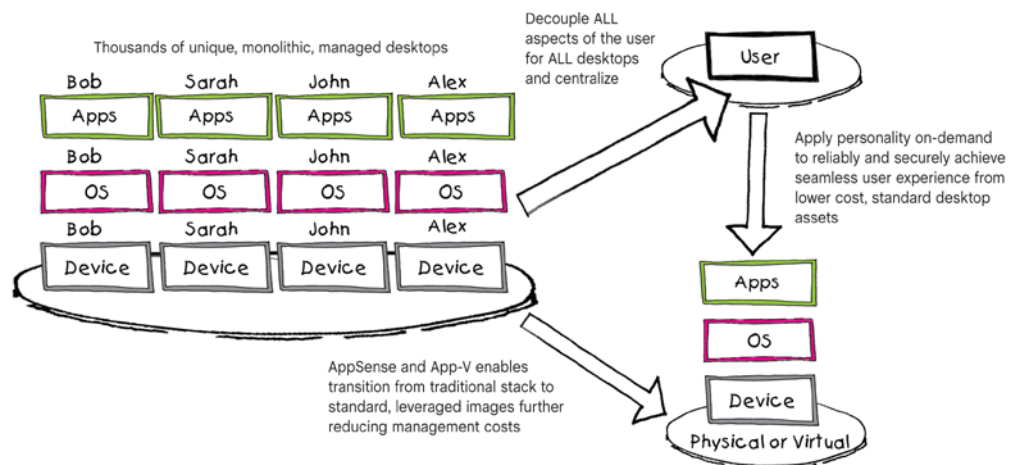
- Implement the relevant components of an AppSense VUI in your test environment and configure it for the selected use cases
- Conduct testing of the selected use cases, employing a defined set of user requirements among a select subset of pilot users
- Measure end-user satisfaction to demonstrate the advantages of adopting user virtualization across your enterprise
- Enhance your understanding of user virtualization as it relates to the desktop environment that you envision, as well as the required infrastructure to realize that vision

### Deliverables

- Implementation of a POC in customer non-production environment
- Guided tour of the AppSense VUI - its components, capabilities and architecture, as implemented
- Presentation of the AppSense VUI's benefits and best practices

### 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.



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## Customer benefits

During the course of the engagement you will see the capabilities of the AppSense VUI to provide policy and personalization for your desktop users. You will also learn how implementing user virtualization within your desktop strategy will provide benefits like:

- Accelerated Microsoft Windows 7 Migration
- Easier adoption of desktop virtualization technologies
- Granular user rights management by user or application
- Application execution and network access controls for security and license management
- User portability across operating systems, processor architectures, and delivery platforms
- Configuration and personalization support for Microsoft App-V applications
- Offline mode to support mobile users
- Personalization rollback and self-healing to reduce user downtime
- Advanced triggers, conditions, and actions to dynamically configure drives, printers, registry, group policy, and much more

## Service requirements

In order to perform this jumpstart Service, it is assumed that you can provide a single physical or virtual server instance configured as follows:

- Microsoft Windows Server 2003 or higher
- IIS with BITS enabled
- .NET 3.0
- 4GB memory / 60GB free disk space

Two Microsoft SQL databases will also be required, and can be provisioned on an existing SQL Server or, alternatively, on the above server using SQL Express.

## Roles and responsibilities

- AppSense customer engagement manager - Plans and coordinates all jumpstart activities
- AppSense solution architect - Conducts workshops, gathers requirements, implements POC environment, and demonstrates solution benefits
- Customer project manager - Coordinates site logistics and customer staff
- Customer subject matter experts - Provide information about business and technical requirements, and participate in workshops

## Pricing and scope

User virtualization jumpstart services are delivered based on the following pricing and scope:

- Implementation in non-production environment
- Basic group policy object configuration
- Policy and personalization configuration for standard Microsoft Office applications
- Policy and personalization for up to three additional customer applications
- AppSense user virtualization jumpstart services are delivered by either an AppSense solution architect or AppSense certified solution partner
- Contact your local AppSense representative or AppSense CSP for pricing and availability details.

## Related services

In cooperation with our AppSense certified solution partners, AppSense Professional Services provide a comprehensive suite of services designed to reduce the risk of implementation and accelerate the adoption of a VUI. In addition to this jumpstart service, you may also wish to consider some of our other service offerings including:

- AppSense user virtualization assessment services
- AppSense user virtualization plan & design services
- AppSense user virtualization pilot services
- AppSense virtual user infrastructure implementation
- AppSense virtual user infrastructure health check
- AppSense technical account manager support option