



# AnZ Technologies

## VMware Managed Services

---

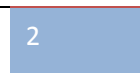
### Statement of Service (SoS)

**Note:** THIS DOCUMENT AND THE INFORMATION IN IT ARE PROVIDED IN CONFIDENCE, FOR THE SOLE PURPOSE OF INFORMATION FOR Client / Partner & AnZ Technologies TEAMS ONLY, AND MAY NOT BE DISCLOSED TO ANY THIRD PARTY OTHER THAN Client / Partner & AnZ Technologies OR USED FOR ANY OTHER PURPOSE WITHOUT THE EXPRESS WRITTEN PERMISSION OF AnZ Technologies



This is blank

AnZ Technologies Consulting Servi





## Table of Contents

1. About Us.....	4
2. Introduction.....	5
3. Scope of Service .....	6
4. How to do it? .....	7
5. Deliverables & Pre-requisites .....	10
6. Services Catalogue.....	11
7. Frequently asked questions (FAQs) .....	12
8. Contact Us.....	13

AnZ Technologies Consulting Servi



## 1. About Us

---

We provide modern day IT and network solutions to enterprise markets through professional/managed IT services. We take pride in our distinction for being the single source provider of end-to-end IT solutions to cater for the business and technology needs of our clients.

We offer the following services with our team of qualified consultants & professionals:

- Solution Designing
- Pre-Sales Support
- Technical Documentation
- Technical Consultancy
- Research & Analysis
- BiD / Tender Management
- Project Management
- Software Testing
- App & Software Development
- Professional Services
- Managed Services
- Training Services
- Human Resource Management



## 2. Introduction

---

AnZ Technologies can provide a wide variety of Services to help customers build and implement efficient, scalable Cloud IT infrastructure based on proven best practices.

AnZ Technologies Consulting Servi



### 3. Scope of Service

---

VMWARE Managed Services delivers consistent operations management and predictable results by following best practices, and provides tooling and automation to increase efficiency, thus reducing your operational overhead and risk. More uptime, reduced TCO and an optimized environment are just the beginning of the benefits delivered by VMWARE.

#### What You Get

You get operational excellence, security and governance along with 24x7x365 advocacy and support which will result in greater uptime, more cost reduction and a more optimized environment for your company.



Operational Excellence



Security and Governance



Advocacy and Support



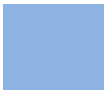
Uptime



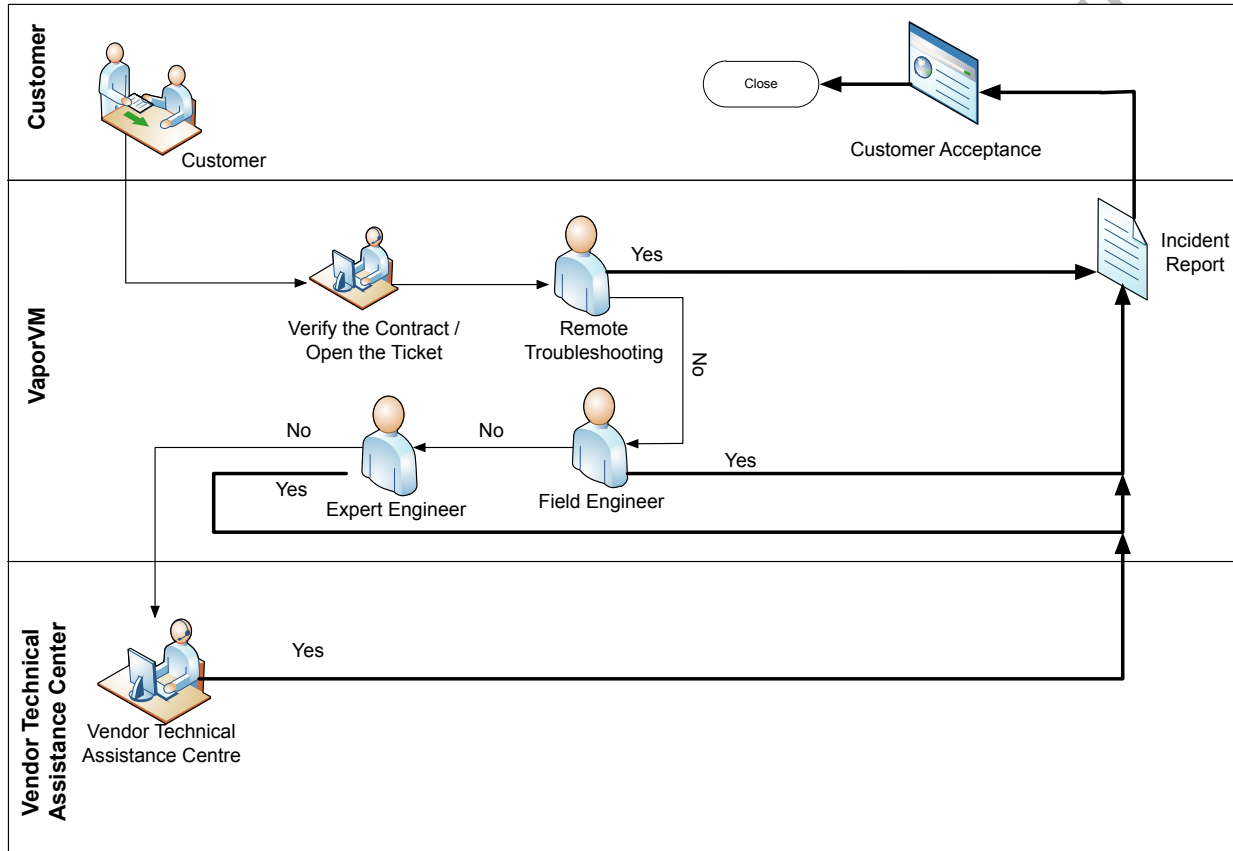
Cost Reduction



Optimization



4. How to do it?



**Figure: Process Diagram**

Following steps have to be followed:

Step-1: Complaints have registered via complain register

Step-2: NoC engineer will try to resolve the issue over the call

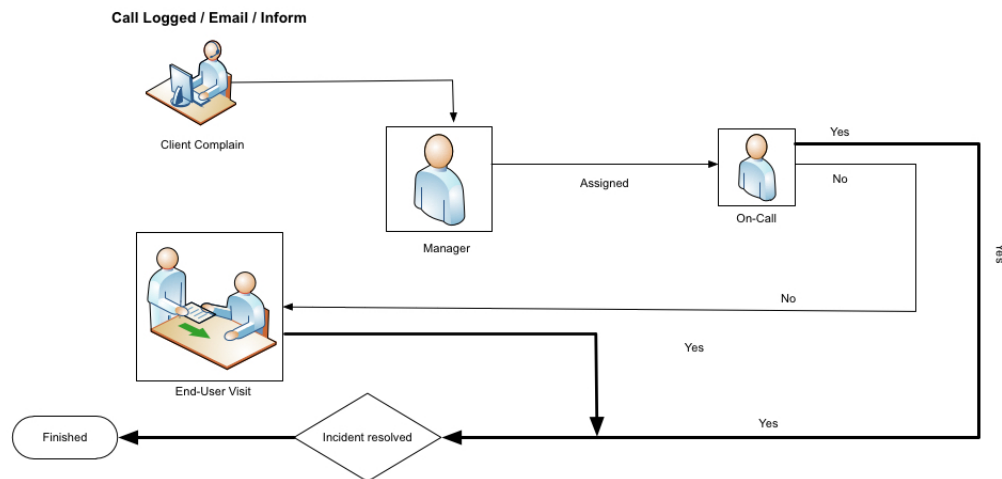
Step-3: If problem has not been resolved then; later field Engineer will be assigned for the complaint

Step-4: On 2<sup>nd</sup> layer all the support calls will be escalated to experts & higher authorities.

*Note: This is sample architecture will be changed / signed as per SLA*

### a) End-User Level Support

Following is the end-user side support methodology:



**Figure: End-User Support**

Following steps have to be followed:

Step-1: Complain have registered via complain register

Step-2: NoC engineer will try to resolve the issue over the call

Step-3: If problem has not been resolved then; later field Engineer will be assigned for the complaint

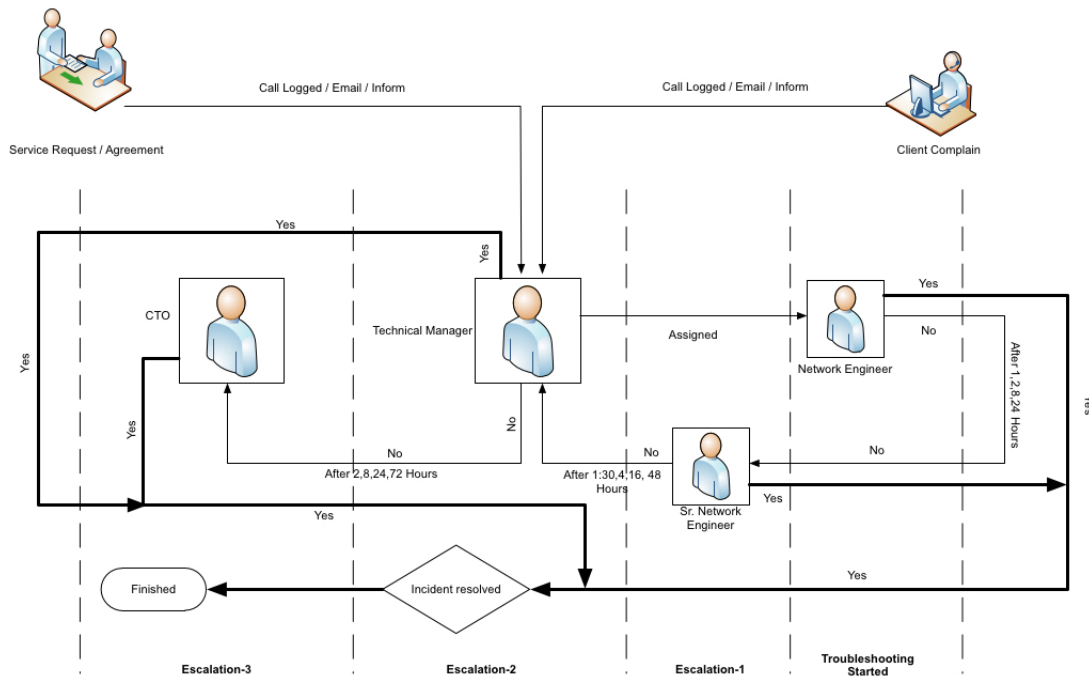
Step-4: On 2<sup>nd</sup> layer all the support calls will be escalated to experts & higher authorities.

*Note: This is sample architecture will be changed / signed as per SLA*



## b) Network Operation Services (Escalation Methodology)

Following is the Network Operation services support methodology:



**Figure: Network Operation Services Support**

Following steps have to be followed:

Step-1: Complaints will be registered via complaint register

Step-2: NoC engineer will try to resolve the issue over the call

Step-3: Unsolved issues will be escalated to the Technical Manager

Step-4: Technical manager will assign the job to Network Engineer

Step-5: On 2<sup>nd</sup> layer all the support calls will be escalated to Network experts & higher authorities

*Note: This is sample architecture will be changed / signed as per SLA*



## 5. Deliverables & Pre-requisites

---

We will do the designing on the basis on ABD (Assign, Bound & Design) terminology:

### AnZ Technologies Responsibilities

- Provide adequate skill set of resources to manage KPI based scope for support
- Receive, validate and acknowledge requests from client, within pre-defined times as per the SLA and monitor the request handling progress and keep the information updated
- Monitor the request handling progress and keep the information updated
- Quarterly Support Services Report
- Relevant support cases handling, logging and reporting

### Client's / Partner's Responsibilities

- Ensuring the availability of administrative level access to relevant systems, and devices
- Necessary remote connectivity arrangements (with sufficient bandwidth, speed and stability) to the relevant devices, networks and systems
- Installation/configuration/trouble shooting of end point, user systems, client application etc.
- Support specific to physical infrastructure such as new cabling, electrical and Civil work etc. is not part of the service provider's scope
- Valid Contracts / Licenses from principle / vendor
- Purchases of all kind hardware

### Out of Scope

- Major configuration changes, design changes, major upgrades, addition of new features / services /applications, will not be covered under this scope of work. Such services will be delivered through PS (Professional Services) activities
- Physical security and safety of the equipment
- Resolving level 1 issues and problems
- Any kind of purchasing

## 6. Services Catalogue

Sr #	Product ID	Description
<b>Vmware</b>		
1	ANT-VW-UGS-vSPH-01	vSphere
2	ANT-VW-UGS-vCS-02	vCenter Server
3	ANT-VW-UGS-vSAN-03	vSAN
4	ANT-VW-UGS-SRM-04	SRM (Site Recovery Manager)
5	ANT-VW-UGS-VDP-05	VDP (vSphere Data Protection)
6	ANT-VW-UGS-NSX-06	NSX
7	ANT-VW-UGS-vCD-07	vCD (vCloud Director for Service Providers)
8	ANT-VW-UGS-vCAV-08	vCAV (vCloud Availability for vCloud Director)
9	ANT-VW-UGS-vRA-09	vRA (vRealize Automation)
10	ANT-VW-UGS-vROPS-10	vROPS (vRealize Operations)
11	ANT-VW-UGS-vRLI-11	vRLI (vRealize Log Insight)
12	ANT-VW-UGS-vRB-12	vRB (vRealize Business for Cloud)
<b>Veeam</b>		
1	ANT-VEM-UGS-VAS-01	Veeam Availability Suite
2	ANT-VEM-UGS-VBR-02	Veeam Backup & Replicaton
3	ANT-VEM-UGS-V1-03	Veeam One
4	ANT-VEM-UGS-VCCSP-04	Veeam Cloud Connect for Service Providers



## 7. Frequently asked questions (FAQs)

---

***Q: How quickly will you fix my issue?***

That depends on your issue. The problems that application or service developers encounter vary widely, making it difficult to predict issue resolution times. We can say, however, that we'll work closely with you to resolve your issue as quickly as possible.

***Q: How long is case history retained?***

Case history information is available for 1 month after expiration of your managed services subscription.

AnZ Technologies Consulting Servi



## 8. Contact Us

---

For details contact us:

[sales@anztech.net](mailto:sales@anztech.net)

AnZ Technologies Consulting Servi