



# LogicsOne™ LogicsCare™ Expert Assistance Service

*Easy Access to Expert Assistance on VMware Technologies, Tools, and Best Practices*

## *Benefits of LogicsCare™ Expert Assistance*

- ▶ All of the benefits of having experienced VMware experts on staff, without the costs and overhead
- ▶ Easy access to all of the latest information, tools, and best practices for VMware systems management
- ▶ Transfer of information on VMware systems to your local team
- ▶ Independent, practical advice gleaned from our experience with hundreds of environments using VMware systems
- ▶ Advice to support your team through operations, deployment, upgrades, and troubleshooting of VMware systems and their environments

## Augment Your VMware Skills with LogicsCare™ Expert Assistance Available from LogicsOne

Where does your IT team turn when it needs expert advice and information? Is your budget too tight to allow you to hire an expert? Does the lack of VMware skills and experience prevent your team from making progress with your virtualization initiatives?

Now, access to VMware expertise is just a phone call or email away. LogicsOne offers telephone and online email access to its expert consulting team, to augment the skills and experience of your staff at a low service rate. The LogicsOne team is available during normal business hours to support your team with:

- ▶ Expertise on new VMware tools, capabilities, and best practices
- ▶ Answers to frequently asked questions
- ▶ Support for bug fixing and troubleshooting
- ▶ Information on how to operate, manage, and upgrade systems
- ▶ Advice on configuration and management of VMs, networks, and storage systems
- ▶ Recommended methods for DR, backup, security, monitoring, and performance management
- ▶ Help to avoid VM sprawl
- ▶ Access to LogicsOne's extensive network of VMware, network, and storage experts including those from VMware, EMC, and Cisco

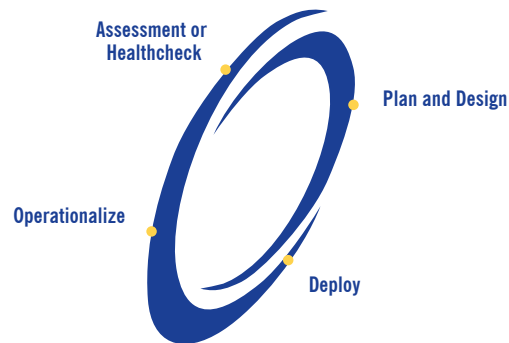
LogicsOne offers expert advice and information with complete independence from systems vendors. You gain the benefit of our VMware expertise, skill, and experience. We also give you the insider's view of how it really works which other teams cannot or will not always share.

## Select from these LogicsCare™ Expert Assistance Levels

Program	Description	SKU	Level
Expert Assistance Option	▶ 48-hour response time	LEA-1	20 hosts or greater
	▶ Up to 4 hours of telephone consulting per week		
	▶ Telephone consulting is provided during normal business hours (8 AM to 5 PM local time at the customer's site)	LEA-2	Between 10 and 19 hosts
	▶ Telephone consulting is available for additional time and outside of normal business hours at an additional hourly rate	LEA-3	Up to 10 hosts

*Pricing available from LogicsOne on request.*

## LogicsOne™ Continuous-Evolution Services Cycle



### Why LogicsOne™?

LogicsOne virtualization experts work every day with organizations just like yours, to assess, plan, deploy and optimize Virtualization Infrastructure environments. LogicsOne uses a process of continuous evolution, to help you to accelerate your adoption of VI3 systems, from whatever part of the adoption curve you are at today.

Whether you are just starting out or have had VMware systems in place for years, our action-plans and recommendations will help you evolve your virtualization methods and systems more quickly, with less wasted effort and investment. Our experience in measuring, base-lining and analyzing existing VMware deployments quickly and accurately translates into better results for your virtualization-based business.

LogicsOne is a VMware Gold Authorized Consultant (VAC), which is the highest level of certified consulting capability recognized by VMware. LogicsOne was the recipient of the 2008 Rising Star of the Americas Award from VMware, the IT virtualization leader.

Work with the LogicsOne™ team of virtualization experts to accelerate your adoption of virtualized systems, from whatever part of the adoption curve you are at today. To schedule a LogicsOne consultation, send your email inquiry to [LogicsOneServices@logicsone.com](mailto:LogicsOneServices@logicsone.com)



### About LogicsOne™

Since 2004, LogicsOne has been delivering virtualization professional services to Fortune 500 and SMB clients from its company headquarters in Atlanta, Georgia. With an exclusive focus on virtualization technologies, LogicsOne has developed a field-proven delivery approach that aligns technology to business requirements. Organizations experiencing LogicsOne's continuous-evolution approach to virtualization have realized significant cost-savings advantages, accelerated adoption cycles, and advanced their business and IT objectives.

[www.logicsone.com](http://www.logicsone.com)

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