



LogicsOne™ LogicsCare™ Patch Management Service

*On-site Patch Management to Keep VMware Systems
Efficient and Well Maintained*

Benefits of LogicsCare™ Patch Management

- ▶ Better performing, consistently maintained VMware systems
- ▶ Adherence to best practices and policies for maintaining VMware systems
- ▶ Fewer performance slowdowns and breaks
- ▶ Faster, easier troubleshooting when failures occur
- ▶ Lowered burden of VMware systems maintenance on your administration team
- ▶ Less impact during VMware systems maintenance on your business team

Simplify VMware Systems Maintenance with LogicsCare™ Patch Management Available from LogicsOne

LogicsOne offers on-site patch management for VMware systems and vCenter Server software. With this service, a LogicsOne technical consultant will apply:

- ▶ Bug fixes
- ▶ Minor release updates
- ▶ Security patches
- ▶ Test and confirmation
- ▶ Configuration updates

LogicsOne consultants are trained to perform these maintenance tasks quickly and easily, with the least risk of downtime to your business. Keeping VMware systems well maintained helps them to run more efficiently, with fewer breaks, and with faster troubleshooting and fixes when failures occur. LogicsOne also provides advanced patch testing as part of the process, which provides better stability for your hosts with minimal risk during upgrade.

A LogicsOne Healthcheck audit of your VMware server and its environment helps to identify any problems in the system configuration, including resource inefficiencies that threaten system performance. Then, those problems are corrected as part of the maintenance process by the LogicsOne consultant after discussion with your local team.

Select from these LogicsCare™ Patch Management Levels

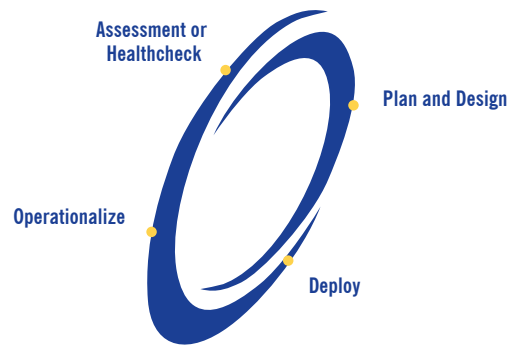
Program	Description	SKU	Level
Patch Management Option	▶ Quarterly onsite visits from a LogicsOne technical consultant	LPM-1	Up to 20 ESX Servers
	▶ Apply any new patches to ESX Servers/Virtual Center	LPM-2	Between 21 – 50 ESX Servers
	▶ Apply any new security patches to ESX Servers/Virtual Center	LPM-3	Between 51 – 99 ESX Servers
	▶ Adjust configurations, as necessary	LPM-4	100 or more ESX Servers
	▶ Confirm appropriate functioning and return to operation		
	▶ Report on activities, including any errors or troubleshooting requirements		

Pricing available from LogicsOne on request.

Service Requirements

- ▶ Temporary administrator (root) access
- ▶ Access to the physical system environment
- ▶ Network permissions
- ▶ To avoid downtime impacts from maintenance activities, it is recommended that a clustered environment with VMotion is deployed

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



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

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