



LogicsOne™ LogicsCare™ Expert Assistance Service

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

Augment Your VMware Skills with LogicCare Expert Assistance Available from LogicsOne

VMware expertise can be just a phone call or email away: LogicsOne offers fast access to its expert consulting team, to augment the skills and experience of your staff at a low service rate. LogicsOne Expert Assistance services cover the entire VMware platform, along with Cisco Nexus 1000V virtual switch software when it is present in your environment. Add-on options are also available, to cover additional VMware software components, according to your needs.

Expert Assistance comes with 24x7 coverage to support your team when you need it most.

With Expert Assistance, you gain:

- ▶ Expertise on new VMware tools, capabilities, and best practices
- ▶ Answers to your toughest questions on virtual server environments
- ▶ Support during stressful bug fixing and troubleshooting cycles, working with VMware
- ▶ Information on how to best operate, manage, and upgrade systems
- ▶ Advice on configuring and managing the entire virtual environment including VMs, networks, and storage systems
- ▶ Recommended methods for DR, backup, security, monitoring, and performance management
- ▶ Help to avoid VM sprawl and other common challenges in virtual environments—before they happen
- ▶ Access to LogicsOne's extensive team of proven experts on VMware, network and storage systems 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, skills, and experience. We also give you the insider's view of "how it really works"—a view which other teams cannot or will not always share.

Select from these LogicsCare Expert Assistance Options

Program	Annual Price	Description
Expert Assistance Platform	1 – 50 ESX servers: \$750 per server 51 – 99 ESX servers: \$650 per server 100+ ESX servers: \$550 per server	<ul style="list-style-type: none"> ▶ 24x7 coverage* ▶ Telephone and email access ▶ Google voicemail services to ensure proper notification to our service team, if we are not available to answer the initial call ▶ After-hour critical assistance ▶ Next-business-day response on non-critical, after-hours calls
Expert Assistance Lab Manager	\$100 per VMware host system	<p>* Note that Christmas day, New Year's day and Thanksgiving day are excluded</p>
Expert Assistance View for Virtual Desktop Management	\$100 per VMware host system	
Expert Assistance vCloud Director	\$200 per VMware host system	
Expert Assistance Site Recovery Manager (SRM)	\$100 per VMware host system	
Expert Assistance Storage	Custom price to include monitoring, backup, recovery, and disaster recovery, according to your requirements	
Platform Global Package	\$35K one-time fee per year Unlimited hosts including Platform, Lab Manager and SRM	▶ Adds 2 weeks of consulting service credit

Add-On Options

Benefits

Expert VMware help when you need it—
at an affordable cost

Easy access to all of the latest information, tools, and best practices for VMware systems management

Transfer of information and skills on VMware systems and tools to your local team

Independent, practical advice from our proven experience with hundreds of environments using VMware systems

Active support when your team needs it most—
through migrations, upgrades, troubleshooting and defect correction



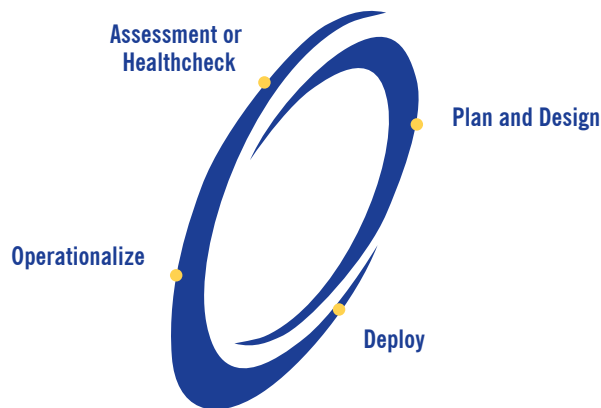
Why LogicsOne™?

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 virtual systems and technology—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 to evolve your virtualization methods and systems more quickly, with less wasted effort and investment. Our team of virtualization experts can augment your staff with up-to-date skills available at a moment's notice. Our experience in measuring, base-lining and analyzing existing VMware deployments quickly and accurately translates into better results for your business.

LogicsOne is an award-winning VMware Enterprise consulting partner.

LogicsOne™ Continuous-Evolution Services Cycle



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™

In operation since 2004, LogicsOne delivers 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.