

VirtualWisdom Strategic Support Options



Our unique approach takes a holistic look across the entire infrastructure, from the application components, the compute they run on, to the network and storage. Our purpose-built analytics provide proactive recommendations for rebalancing to avoid outages and better sweat your assets. We have extensive experience helping customers adopt their AIOps vision, whether it's to run the recommendations manually or to fully integrate into their operations systems. We are here to help!

Success Factors for AIOps Adoption

Through our lengthy track record with enabling customers to achieve the maximum value from their VirtualWisdom platform, we've identified the following success factors that ensure adoption and value realization for our VirtualWisdom AIOps for Hybrid Infrastructure platform.

- A roadmap with goals for AIOps adoption and use by the customer and their diverse organizations is a critical success factor. The roadmap should address items such as which organizations and teams will benefit and use the platform, which infrastructure layers should be monitored, and long-term strategic initiatives like migrations and infrastructure refreshes.
- Successful integration with all the layers of your hybrid infrastructure is another factor that ensures you will gain the most value from our platform. VirtualWisdom integrates with leading APM, ITSM, Cloud, Hyper-converged, Compute, Network, and Storage vendor solutions.
- Integration with your existing operations framework and processes is crucial to ensure that VirtualWisdom is providing value daily for the teams utilizing the platform.
- Ensuring that people are equipped to do their job more effectively using an AIOps platform like VirtualWisdom whether that be problem resolution, capacity planning and management, workload and infrastructure balancing, or application service assurance.
- A key part of realizing full value from an AIOps solution is ensuring that the right people and roles are using the solution as part of their routine responsibilities.
- Support that goes beyond the traditional "break-fix" technical support, to provide the expertise and product support needed at critical junctures during the adoption process.

Tailored and Flexible Approach to Operationalization

We work with you to identify how VirtualWisdom maps to your existing framework and process, what features need to be configured for maximum value, and which teams and roles need to be trained to use the platform. We call this process "operationalization" and it is designed to ensure that VirtualWisdom provides the utmost value during every step of your daily, weekly, monthly, and annual ops process.

We identify a roadmap to ensure that our platform is aligned with your goals. We bring years of experience and access to technical advisors and product experts to assist you in planning your AIOps roadmap. We provide an account manager to ensure that your roadmap is considered every step of the way. We support you through migrations, infrastructure refreshes, and upgrades to ensure that your VirtualWisdom platform is kept current with your infrastructure footprint.

We ensure that all applicable integrations are identified and successfully deployed and configured. We can integrate with

your 3rd part APM and ITSM platforms for app-centric monitoring and alarm integration.

We configure key features such as application tiering, dashboards and reports, alarms, and analytics so your teams can be more effective at proactively monitoring your infrastructure to avoid issues, resolving problems, planning and managing capacity for ultimate cost-effectiveness, ensuring workloads are balanced across your infrastructure to deliver optimal performance, and assuring that your applications meet their required service levels.

Training and Enablement

Our approach to training and enablement considers not only which roles and organizations need to be enabled but when is the right time for enablement. We identify and focus on training your diverse organizations (Storage, Compute, NOC, Applications, etc.), ensuring multiple teams and users are skilled in operating and using the VirtualWisdom platform to manage your infrastructure.

Enablement is aligned with adoption goals to ensure that teams are brought in to start using the platform at the right point in the operationalization process to reduce the risk of adoption fatigue. We also support ongoing enablement of new team members so they can be onboarded as quickly as possible.

Tailored Support

We go beyond traditional break-fix product support to offer tailored support for your users while they come up to speed with the platform. We provide you with an assigned engineer to assist with baseline analysis, troubleshooting, remediation, and answering “ask an expert” questions. Think of this support as user-focused end-to-end enterprise support to help you use VirtualWisdom effectively.

Strategic Support Levels Comparison

Our Strategic Support Options are available in two levels: Gold and Platinum. The table below shows a side-by-side comparison of the features included for each of the levels

Strategic Support Portal

Our Strategic Support Portal lets you choose the support you need, when you need it. You enter a Services ticket in our portal for one of the key support areas then your ticket is routed to the appropriate Virtual Instruments resource, who will respond to your request to coordinate delivery of the requested service. Your ticket is tracked, and updates shared with you through completion.



Features	Gold Strategic Support	Platinum Strategic Support
Named TAM	Yes	Yes
Business Reviews & Operationalization Roadmap	Yearly	Bi-annually
Strategic Support (Assigned Engineer)	Up to 10%	Up to 20%
Alerts and Alarming - Set Up and Maintenance	Yes	Yes
Application Configuration and Reporting	Yes	Yes
Urgent Incident Strategic Support	No	4 times per year
Ops Review Meetings (Cadence)	Monthly	Bi-weekly
Portal Health Check	Annually	2 times per year
Health, Utilization, Performance Monitoring/Reporting	No	Yes
Infrastructure Baseline	No	Yes
Periodic Training/Knowledge Transfer	Yes	Yes
Operationalization Working Sessions	Yes	Yes



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