



PLANNING + IMPLEMENTATION FOR VMware

Expertly Integrating Real-Time Applications in VMware

With more and more businesses adopting applications for virtualization on industry-standard servers, ConvergeOne is pleased to offer end-to-end support for deploying real-time applications on VMware, the leading virtualization platform.

Whether you are upgrading your Avaya solutions, beginning the process of virtualization, or starting the move to open virtual appliances (OVAs) on VMware, the ConvergeOne Convergence Practice and our multivendor-certified team have the knowledge, skills, and expertise to help you ready your network and streamline implementation.

WHO IS CONVERGEONE?

As a leader in complex deployments and multivendor interoperability, ConvergeOne is uniquely qualified to help you integrate best-of-breed communications functionality today and create a technology strategy that will meet your needs and deliver ROI for the long term.

ConvergeOne is a member of the VMware Technology Alliance Partner (TAP) program and one of the largest Avaya channel partners worldwide.

We work closely with both companies – as well as other technology leaders – to integrate the latest hardware, software, and applications into end-to-end multivendor solutions.

Aligning Your Environment and Your Applications

Before you begin deploying applications in a virtualized environment, you can help to ensure success with a no-cost Pre-Sale Briefing — the required first step for any Application Planning and Implementation project with ConvergeOne.

The Pre-Sale Briefing is designed to help you prepare for successful deployment of Avaya and other virtualized applications by providing an in-depth, free consultative review including:

- > VMware Best Practices for virtualizing latency-sensitive (real-time) applications
- > Avaya or other vendor Best Practices for a virtualized environment
- > Supported/non-supported features and interactions between VMware and Avaya or other vendor applications
- > The products and services available from ConvergeOne to support or accelerate deployment of real-time applications on VMware

With the Pre-Sale Briefing from ConvergeOne, your IT team will better understand the application requirements and feature interactions with VMware in order to:

- > Master the key design elements of a virtualized environment — including storage, network, and memory requirements as well as the supported features and interactions
- > Budget for any additions or upgrades required to align your VMware infrastructure with the requirements of your virtualized applications

Deploying Your Applications with Performance Readiness Center® (PRC)

Support, ConvergeOne handles application deployment for you, including:

- > Downloading applicable OVAs and patches from the Avaya Product License and Delivery System (PLDS)
- > Uploading OVAs and patches to the ConvergeOne FTP server – then providing the information you need to retrieve the OVAs from the server
- > Working with you via VPN or web conference to deploy, configure, and start the OVAs, and perform basic OVA administration tasks
- > Patching every OVA to the latest Service Pack or Feature Pack as specified
- > Retrieving MACs for licensing and load licenses

ConvergeOne's highly experienced PRC engineers understand the behavior of Avaya OVAs, which varies by application and has an impact on OVA administration. Leveraging this knowledge along with access to Avaya subject matter experts and hands-on experience loading a high



OUR UNIQUE EXPERTISE

The ConvergeOne team has trained extensively in VMware and the requirements of virtualized real-time applications; several of our engineers have earned VMware Certified Professional (VCP) certification. In addition, ConvergeOne has the skills to support Avaya and other vendors' virtualized applications – such as messaging, session border controllers, and Microsoft Lync – and the combined voice and data expertise to ensure that they are integrated to work together effectively.

YOUR BENEFITS

So, with Application Planning and Implementation support from ConvergeOne, your business will benefit from:

- > The application, VMware, and voice and data expertise of the ConvergeOne Convergence Practice
- > A proprietary ConvergeOne tool for validating your virtualized environment
- > Reduced risk and improved success for real-time application deployment in your virtualized environment

volume of Avaya OVAs at a national level, ConvergeOne provides a streamlined OVA deployment and administration experience.

In addition, ConvergeOne stays on top of all the latest patches, saving you the time and effort required to navigate the PLDS and identify the patches you need — keeping your OVAs up to date while freeing you to concentrate on IT initiatives, new applications, and your core business needs.

Verifying Your Design

With Deployment Verification (DV) Support, ConvergeOne will provide a “checkpoint” to help ensure that your virtualized environment complies with the design criteria provided in the Pre-Sale Briefing.

Using a proprietary Deployment Verification Tool designed by ConvergeOne, one of our Convergence engineers will work with your VMware administrator to input your infrastructure data for comparison with Avaya, Nuance, Acme Packet, Mutare, or other vendor requirements for real-time, virtualized application deployment. The service includes:

- > Reviewing the key design requirements detailed in the Pre-Sale Briefing
- > Running the DV Tool to validate your infrastructure design
- > Conducting a web conference to view the VMware OVA properties and verify that your application configuration aligns with the requirements

One Source for Complete Support

ConvergeOne allows you to choose as little or as much support as you need — providing one source for a complete range of services from planning through ongoing day 2 monitoring and maintenance options designed to help keep your network running smoothly. In addition, you can turn to ConvergeOne for hardware support with our bundled vStack solution — offering a wide range of Avaya-certified UC applications preloaded on a reliable VMware-compatible, ConvergeOne-provided infrastructure.

For more information on the full portfolio of ConvergeOne solutions and services, contact your ConvergeOne representative or call 888 321 6227.

