Lenovo Cloud Lifecycle Services

The question isn't cloud or not cloud, it's how and why.

Building the right Cloud environment for you

Our Hybrid Cloud experts help you define your cloud vision by learning your unique business opportunities and challenges. Only then can your Hybrid Cloud strategy be translated into real-world execution.

Lenovo solutions give you:

Peace of mind.
We take the complexities out of maintaining cloud workloads and infrastructures, so you can focus on what matters most: growing your business.

Proactive management.
Instead of your IT teams constantly fixing problems, we solve them for you. This frees them to spend time working on other technology priorities to help you stay future-ready.

Strategic planning.
We help you think ahead, with the latest insights viewed from a leading technology perspective. Usual risks like downtime, viruses and crashes are a thing of the past.

Cost effectiveness and ROI.
From hardware costs, software and network infrastructure, maintenance and labor costs, we maximize your ROI by giving you the flexibility and scalability needed to grow and better allocate internal teams.

Your Hybrid Cloud journey starts with a blank slate...

Lenovo's Principal Consultants lead interactive white-boarding workshops around your schedule to learn your Hybrid Cloud needs from transformation and optimization to management and scalability.

The workshops are designed to help your application and platform teams navigate options and choose appropriate paths on your journey to achieving your evolving business goals.

Flexible:
You get a customized workshop agenda from a half- to a full-day, onsite or remote

Future-ready:
The interactive and collaborative atmosphere brings present-day clarity and long-term vision to your Cloud needs.

Fully Funded by Lenovo:
Workshops are valued at over $4,000, but qualified customers are covered by Lenovo Professional Services to connect you with Cloud subject matter experts at no budgetary impact on today's tight bottom lines.

Transforming your Hybrid Cloud

Accelerating your Hybrid Cloud transformation requires trusted advisors who work alongside you from beginning to end. It all starts with how you are transforming your IT solution and transitioning to your new Hybrid Cloud.

1. Integrating Service Management

Hybrid Cloud service management differs from traditional service management. Lenovo Professional Services has experts to guide you through your service management considerations.

2. Automating Infrastructure

Automating the provisioning, configuration, and management of your Hybrid Cloud infrastructures frees time and resources for your core business needs.

3. Modernizing Applications

Achieve a faster, greater, smarter application lifecycle with Lenovo's expertise in application modernization. Modernizing your mission-critical applications enables you to build and deliver new capabilities with speed.

4. Migrating to Hybrid Cloud

Identify workloads to be moved to your newly invested Hybrid Cloud solution, and migrate with industry expertise and use-cases tailored to your business needs. Lenovo helps you realize optimization and agility when transitioning to Hybrid Cloud.

Optimizing your Hybrid Cloud

Boost your day-to-day business operations by leveraging Hybrid Cloud the right way. Reduced costs, faster time-to-market, enhanced application delivery, and more can be achieved with Lenovo Professional Services.

1. **Optimizing Costs**
   Reducing your overall cloud spending isn't a myth. Our Cloud experts help you identify mismanaged resources and eliminate waste that doesn't contribute to your business goals.

2. **Automating Service Management**
   Lenovo can help you define a service management plan that's future-proof. Beyond call desks and support centers, you'll explore self-service capabilities and automated workflows with Lenovo experts.

3. **Optimizing Application Delivery**
   Reduce capital and operating expenditure needed by consolidating data centers does not mean efficiency and productivity. Optimize your application delivery to be proactive, not reactive.

4. **Optimizing Hybrid Cloud Operations**
   Drive operational efficiency and achieve cloud success. Lenovo Cloud experts can help you achieve an optimized Hybrid Cloud operations, so you can reduce risks and inconsistences in tools and processes.

Hybrid Cloud Management

Simplify your Hybrid Cloud management by having our experts manage both your workload and platform. Lenovo maps out your needs and brings clarity to your path forward, from understanding management needs to balancing security and governance concerns to tailoring SLOs or SLAs.

1. **Managing Resource Utilization and Costs**
   Businesses are struggling to control costs and manage utilization of their Hybrid Cloud investments. But these unexpected charges and cost overruns can be avoided with Lenovo's Cloud management insights and expertise.

2. **Managing Hybrid Cloud Availability**
   Lenovo Cloud experts help you define your user and business expectations. Cloud availability options are ever-changing. With more choices than ever, crafting an approach to availability needs to be customized for your business's needs.

3. **Managing Hybrid Cloud Backup/Recovery**
   Your business is responsible for the strategy of your data, governance, backup, and recovery. With Lenovo's comprehensive technical expertise, you can proactively your backup and recovery with RTO/RPO guarantees.

4. **Managing Hybrid Cloud Infrastructure**
   Provisioning, deploying, and managing your Hybrid Cloud IT infrastructure with Lenovo where Lenovo Professional Services can unify your cloud management and streamline your infrastructure.

Your Journey Starts Here.

A **Principal Consultant-led Workshop** is a white-boarding session to help your application and platform teams navigate options and choose appropriate paths on their journey to achieving business goals.

Workshop Format:
- Half-day to one-day; onsite or remote
- Lenovo Principal Consultants will work with you to plan workshop topics tailored to your business needs
- Interactive and collaborative white-boarding session

Workshop Cost:
A Principal Consultant-led workshop costs $4,000 USD on average, but can be provided to you **at no-cost** as an investment from Lenovo.

Sample Workshop Activities:
- ✓ Identify business objectives, requirements and overall business strategy
- ✓ Layout current environment as baseline
- ✓ Review and discuss pre-collected data and metrics
- ✓ Conduct brainstorming design session on options taking people, process, and technology into consideration
- ✓ Identify high value use-case opportunities based on desired business outcomes
- ✓ Discuss how to leverage available and emerging technologies to best achieve business goals

Workshop Outcomes:
- ✓ Explore actionable options where digital execution can achieve desired business outcomes
- ✓ Identify feasible paths forward to achieve workshop objectives
- ✓ Understand what can be accomplished in the next 30-60-90 days
- ✓ Build a roadmap and timeline with milestones to envision how your strategy can be executed

Sample Workshop Topics

VMware Cloud Foundation (VCF) Workshop

Unveil opportunities to transform your Hybrid Cloud with VMware Cloud Foundation solutions taking into factors like your business, technical, financial, and organizational drivers for evaluating VCF.

Hybrid Cloud Automation Workshop

Bring focus on an effective implementation of a vRealize automation deployment in alignment with your Hybrid Cloud strategy, use cases and requirements.

Hybrid Cloud Optimization & Compliance Workshop

Discover every route possible to optimize your operations management leveraging Hybrid Cloud. The workshop concentrates on topics such as resource optimization, configuration compliance and usage.

Hybrid Cloud Extended Services Workshop

Address your unique Hybrid Cloud Management needs by breaking down your requirements. The workshop identifies opportunities for improvements when managing cloud platforms across business functions.

Microsoft Azure Stack Hub Workshop

Define your cloud strategies with Microsoft Azure Stack solutions. The workshop reviews Hybrid Cloud use cases and deployment requirements aligning to your desired business outcomes with Microsoft ecosystem.

Microsoft Azure Migration Workshop

Evaluate your level of cloud readiness in preparation for cloud migration. The workshop discovers your business alignment, organization objectives, infrastructures, applications, and associated attributes to prepare for a successful Azure migration project.

While these represent our most popular cloud-relates workshops, specific agendas and topics can be tailored to your business needs.

VMware Cloud Foundation (VCF) Workshop

The VMware Cloud Foundation (VCF) Workshop collaboratively engages and develops a set of solutions with workshop participants aligning with their business's hybrid cloud strategy, use cases and requirements. Workshop topics include but not limited to business, technical, financial, and organizational drivers for evaluating VCF. Workshop participants should expect a high level execution strategy, immediately actionable work streams, and a milestones based roadmap that paves the path for a successful VCF deployment.

Key Takeaways:
- ✓ Evaluated VCF deployment alternatives and alignment with your requirements
- ✓ Alignment on VCF deployment model
- ✓ Actionable work streams identified for business, organizational and technical alignment

Key Workshop Deliverable:
- ✓ High-level VMware Cloud Foundation deployment methodology and approach
- ✓ 30-60-90-120-day(s) action plan
- ✓ 12 months roadmap with milestones for workloads assessment
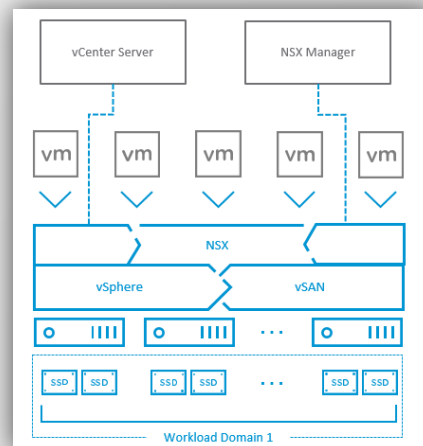
Hybrid Cloud Automation Workshop

The **Hybrid Cloud Automation Workshop** focuses on an effective implementation of a vRealize automation deployment in alignment with workshop participants' hybrid cloud strategy, use cases and requirements. During the workshop, Lenovo Principal Consultants will evaluate the key drivers in the business, analyze service management expectations and requirements, and discover current or planned application, data, service and infrastructure modernization initiatives. Workshop participants will walk away from the workshop with defined next steps for a successful vRealize Automation deployment.

Key Takeaways:
- ✓ Evaluated use cases for automation and associated processes, actors, and dependencies
- ✓ Alignment on use cases, requirements and processes for automation
- ✓ Actionable work streams identified for business, organizational, service management and technical alignment

Key Workshop Deliverable:
- ✓ Actionable work streams targeting identified use cases for automation within the next 30-60-90-120-day(s)
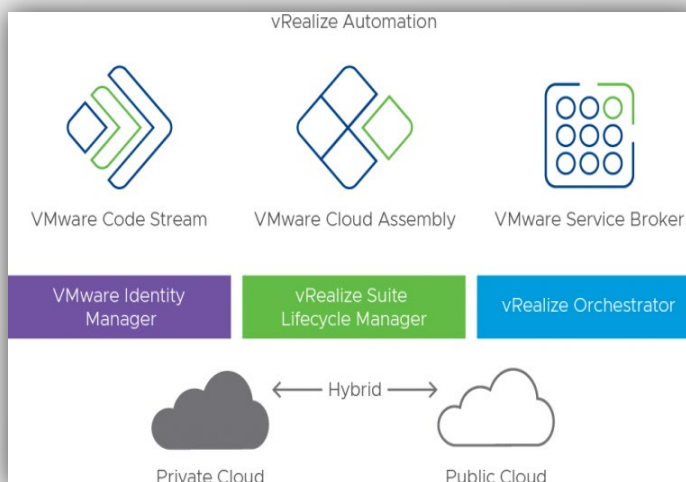
Hybrid Cloud Extended Services Workshop

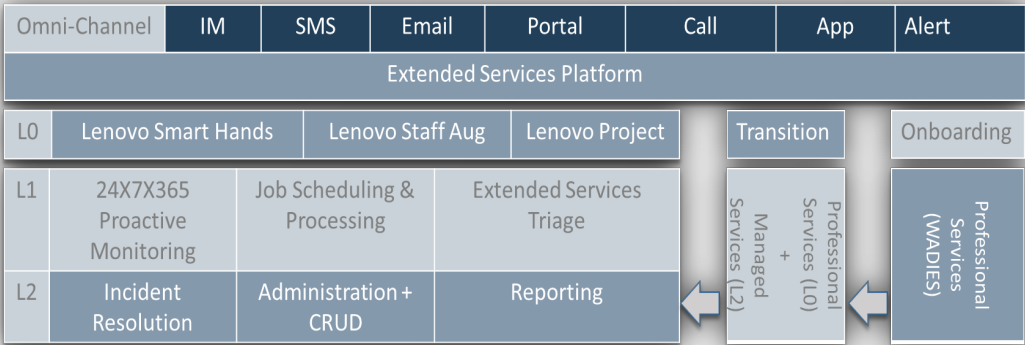**T**he **Hybrid Cloud Extended Services Workshop** determines the requirements for an on-boarding approach and managing the services for the workshop participants based on the scope of the Extended Services engagement. Lenovo Principal Consultants will identify opportunities for improvements when managing cloud platforms across the business functions. Workshop participants will receive clarity around the process and approach to follow when on-boarding new applications.

Key Takeaways:
- ✓ Clear understanding of new applications on-boarding approach related to your technology strategy
- ✓ Current-state workflow in incident, event, change management, escalation matrix, monitoring and call flow captured
- ✓ Clarity around Hypervisor, VM, Backup/DR , RTO and RPO requirements.

Key Workshop Deliverable:
- ✓ Executive summary of alignment with on-boarding requirements for service management, operations, and compliance to enable extended services for hybrid cloud
- ✓ An on-boarding action plan with milestones and ownership

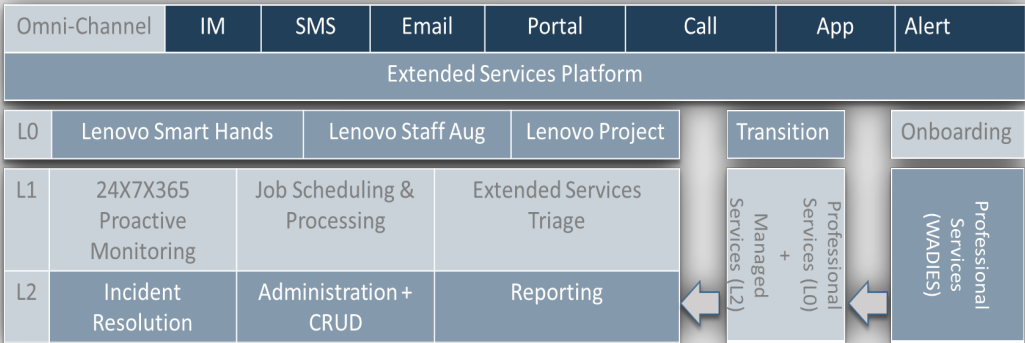| Omni-Channel	IM	SMS	Email	Portal	Call	App	Alert		
Extended Services Platform									
L0	Lenovo Smart Hands		Lenovo Staff Aug	Lenovo Project		Transition		Onboarding
L1	24X7X365 Proactive Monitoring		Job Scheduling & Processing	Extended Services Triage		Managed Services (L2)	Professional Services (L0) +	Professional Services (WADIES)
L2	Incident Resolution		Administration + CRUD	Reporting				

Microsoft Azure Stack Hub Workshop

The **Microsoft Azure Stack Hub Workshop** reviews the hybrid cloud use cases and deployment requirements with workshop participants in preparation for Azure Stack SXM solution deployment. Lenovo Principal Consultants will assess the Microsoft Ecosystem after identifying participants' desired business outcomes leveraging Hybrid Cloud. Workshop participants will achieve high-level understanding of deployment methodology, approach, and plan integrating SXM solution to hybrid cloud strategy.

Key Takeaways:
- ✓ Evaluate use-cases applicable for MX and Azure Stack
- ✓ Clarity on how Azure Stack fits into Hybrid Cloud strategy
- ✓ Understanding of the remote deployment process for Azure Stack
- ✓ Defined high-level execution strategy for integrating Azure Stack into Hybrid Cloud

Key Workshop Deliverable:
- ✓ High-level Cloud deployment methodology and approach
- ✓ 30-60-90-120-day(s) action plan
- ✓ 12 months roadmap for executing the Hybrid Cloud strategy with Azure Stack
- ✓ Cloud Migration Readiness Assessment SOW (suggested next-step)

Omni-Channel	IM	SMS	Email	Portal	Call	App	Alert
Extended Services Platform							

L0	Lenovo Smart Hands		Lenovo Staff Aug	Lenovo Project	Transition		Onboarding
L1	24X7X365 Proactive Monitoring	Job Scheduling & Processing		Extended Services Triage	Managed Services (L2)	Professional Services (L0) +	Professional Services (WADIES)
L2	Incident Resolution	Administration + CRUD		Reporting			

Hybrid Cloud Assessment Services

Based on the outcomes and key takeaways of the white-boarding workshop, Lenovo experts may recommend an assessment to deep-dive into specific parts of your business and environment as a suitable next step. The data-centered, multi-day session with Lenovo technology experts will validate any assumptions made during the workshop by gathering technical details needed for a right-sized solution design.

Key Benefits:

✓ Comprehensive and thorough review of the your environment and technology systems

✓ Technology-based and business requirements are accounted for in a well-integrated solution

✓ With technical assessments to clarify your requirements, your data center will be data-centered.

Hybrid Cloud Optimization Assessment May Involve:

✓ Workload analysis on dependency level, configurations level, operations efficiency, application inventory, optimization opportunities, cost savings

✓ Assess security and compliance gaps, metrics & policies, reliability & performance, potential automation, and operations and management integration

VMware Cloud Assessment May Involve:

✓ Workload analysis on services mechanism, existing virtual & physical infrastructure, status of virtual machines tools

✓ Identify billing system, policy around automation and governance, possible optimization on services mechanism, cost for potential changes, etc.

Implementing your VMware solutions

VMware Cloud Foundation Design & Deployment Services
Design & implementation capabilities for VMware Cloud Foundation Solution with complete set of software-defined services for compute, storage, network and security, along with cloud management capabilities.

- ✓ Simple, secure, and agile cloud infrastructure that can be can deployed on premises
- ✓ Ability to be consumed as a service from public cloud

Self-Service Portal & Automation Design & Deployment Services
Design & implementation capabilities for VMware vRealize automation based on best practices, providing you expertise around automated cloud resource consumption through a self-service portal.

- ✓ Standardize the self-service portal to provide on-demand access to the enterprise customized services
- ✓ Reduce costs by optimizing the provisioning process
- ✓ Increase time to value by reducing the provisioning time from days down to hours
- ✓ Increase agility by standardizing & automating the provisioning process

Operations Management Design & Deployment Services
Design & implementation capabilities for vRealize operations & vRealize Log Insight, achieving better control and visibility of the infrastructure you.

- ✓ Provide Automation workload balancing, troubleshooting, and capacity management
- ✓ Complete vision for troubleshooting with metrics & logs
- ✓ Improved control of the cloud with the operation management

Managing your Hybrid Cloud solutions

Lenovo Extended Services for Hybrid Cloud offerings manage your hybrid cloud servers built on Nutanix, VMware, and similar Cloud platforms. Now available in three tiers of services:

Basic: Lenovo provisions and proactively manages the hypervisor enabling the you to focus on the virtual compute, storage and network layers.

Standard: Lenovo provisions and proactively manages the hypervisor and the virtual infrastructure hosted on the hypervisor enabling you to focus on their application pipelines.

Advanced: Lenovo provisions and proactively manages the hypervisor and the virtual infrastructure hosted on the hypervisor with options for backup/recovery and business continuity.

Around the world and around the clock, our experts are standing by 24x7 to safeguard your investment.

8 Tailored Service Level Agreement
Guaranteed response time and after-hour assistance tailored to your requirements

Site Recovery
Align site availability and recovery plans & schedules to organizational availability, recovery and compliance requirements, allowing Lenovo to address unpredictable system outages proactively.

1 TruScale Pay-as-you-go
The Lenovo HW-as-a-service model to enable you to stay 'right size' all the time, paying only for what you use as you use with full maintenance, support and management.

2 Premier Support
Worldwide service to cover all your Lenovo datacenter technology, simplifying your service management with consistency, efficiency, and expertise.

One-of-a-kind,
Lenovo Extended Services
to be customized for you.

Backup & Recovery
Leverage Lenovo's comprehensive technical expertise in proactively managing backup/recovery for your organization with RTO/RPO guarantees

3 Hypervisor Management
Let Lenovo provisions and proactively manages the hypervisor will address unpredictable system outages with proactive monitoring and management for hybrid cloud.

Priority Help Desk & Support Team
Be worry-free with a team of technician who are dedicated to support your business needs

VM Management
Benefit from VM right-sizing, optimization, and managed orchestration while ensuring security and compliance. Lenovo provide reports proving that it is updated with best practices

Lenovo

Use-Case 1: vRealize Suite and Lenovo Professional Services

Business Problem:

The lack of standardized operations for services production or management, running on legacy management model, manual processes, and lack of reclamation policies led to low quality of delivered services, inefficient processes, and underutilized resources.

Solution:

Lenovo Services for vRealize Suite automates manual processes and underutilized virtual machines, increasing business productivity and decreasing cost of service production.

Products & Software:

- ✓ ThinkAgile VX Series
- ✓ vCenter
- ✓ vRealize Automation
- ✓ vRealize orchestrator

- ✓ vRealize Operations Manager
- ✓ vRealize Business for Cloud
- ✓ vRealize LogInsight

Services:

- Lenovo hybrid cloud advisory capabilities and design & implementation capabilities
  - ✓ Consulting for hybrid cloud, operations management, DevOps, and automation
  - ✓ Operation management platform deployment & workbooks configurations
- Service management design, automation & orchestration of workflows and 3th party applications

Start Now

Begin your cloud journey today by contacting our Professional Services representatives in your area.

Email Contact	Geographical Coverage
dcg_ps_na@lenovo.com	North America (USA, Canada)
dcg_ps_ap@lenovo.com	Asia Pacific
dcg_ps_la@lenovo.com	Latin America (Brazil, Mexico, SSA)
dcg_ps_emea@lenovo.com	Europe, Middle East, Africa