

# VMWare End-User Computing Service Offerings

Delivered by GCOM

Consumerization of mobility or unexpected events are making it nearly impossible to continue “business as usual.” Organizations ranging from government to higher education need to enable their users to work remotely and maintain productivity, increase connectivity, and provide for continuous, secure access to applications across endpoints. VMware, working with strategic partners like GCOM, is uniquely positioned to help by empowering remote workforces with a digital workspace experience that delivers access to any app on any device without compromising security. GCOM provides a broad range of services that can help organizations make the shift as highlighted below.

## Health Check

GCOM’s Health Check Service delivers a best practice assessment of your existing VMware Horizon View, Horizon Cloud or Workspace ONE deployment. This service provides insights into your View environment and your infrastructure. By applying best practices, you can optimize your digital workspace environment for performance, scaling, and manageability.



## Migration

GCOM provides professional consulting services to explore cloud migration, options, and the best approach. We help create a detailed inventory of your environment along with a proposed migration plan, methodology, cost, and timeline. GCOM will work with you to coordinate the execution of your migration plan. We’ll keep you up to date on the status of each phase of the migration, execute thorough test plans and ensure a seamless go-live event.

## Implementation

From initial Proof of Concept (POC) to full production, GCOM’s team of experts can streamline your adoption of virtual workspaces. Our comprehensive approach ensures an efficient and low risk implementation with services covering:

- › User Profiling
- › Test Plans
- › Network Setup
- › Provisioning
- › User Acceptance Testing
- › Network Readiness
- › Cloud Tenant Creation
- › Domain Setup (AD, DHCP, DNS)
- › Virtual Desktop/Application Prep
- › Peripheral Setup



## Resident Consultant

For all your digital workspace needs that don't fit into one of our pre-defined services, you can leverage the skill and experience of one our certified consultants to address your individual situation.

## Technical Account Manager

FGCOM's Technical Account Manager (TAM) is a trusted advisor who helps you adopt Digital Workspace technologies and accelerate the business outcomes you want to achieve. TAMs are Digital Workspace subject matter experts with in-depth knowledge of your specific environment. TAMs are also the ultimate team players: trusted advisors, a valued extension of your organization that brings an outside perspective and direct channel to extensive resources.

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## Digital Workspace Managed Service

GCOM's Digital Workspace Services enable you to keep pace and evolve your enterprise in concert with technology change and the transformational needs of your business and diverse end users. Our deployment methodologies are built upon a proven framework that will accelerate your digital transformation strategy. Our User Experience Centric Workspace Services ensure you are well positioned to achieve maximum productivity, increased business value, and a consistent user interface that can be accessed across any device. Let GCOM guide your digital transformation through an effective framework that combines services, people, processes, and technologies.

## Advanced Learning Environment

GCOM offers skillful implementation and turn-key managed service designed specifically for Higher Education which provides:

- › Reduced risk and time to deploy with VMware-certified implementation resources
- › Proactive monitoring and management which resolves technical issues before they can impact academics
- › Enterprise-level security and compliance
- › 100% consumption based scalable service including no charge for unused resources
- › Ongoing 24x7x365 US-based customer support from ITIL certified technicians and service desk

## Why GCOM?

GCOM has established an outstanding reputation as an industry partner of choice in helping clients enhance operational performance by leveraging cutting-edge, scalable technology to facilitate systems integration while mitigating risk. In 2019, GCOM acquired GANTECH Inc., an established VMware partner. Collectively, we continue to deliver innovative, tailored technology solutions with a focus on modernizing legacy IT systems.

GCOM holds a Master Services Competency in Digital Workspace, the highest service competency a partner can achieve. We uniquely offer managed services around VMware's digital learning platform and have achieved the highest international standard in IT service management. Clients benefit from our expert knowledge, flexible delivery model, and ISO/IESC 2000- 1:2011 certified processes. Our 24x7x365 Service Desk Monitors and supports infrastructure to reduce costs, manage change, and improve IT service delivery and management.