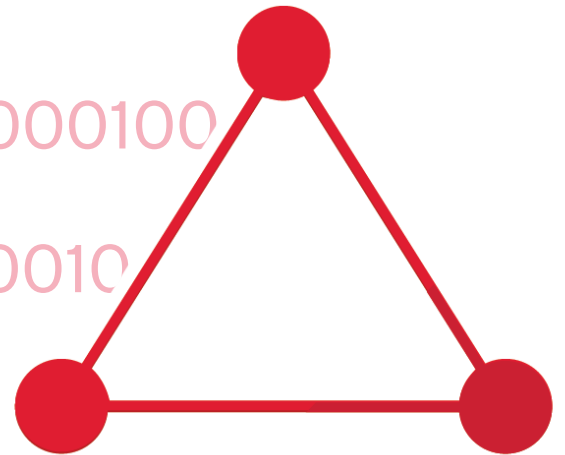




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VMware Horizon View healthcheck – Root cause analysis

In addition to our fast track Horizon View healthcheck, we can also troubleshoot advanced, ongoing issues within your environment.

An EUC professional will work with your team to understand your environment and the current problems. Then they will troubleshoot using command line tools and scripts and document the findings, providing you with:

- Root cause analysis of the issue, along with suggested resolutions
- Documentation detailing the tools used and methods used
- Any recommendations to improve quality of service

What's involved

- A workshop on Horizon View from all angles, including storage, network, compute & process
- Performance monitoring and engaging with teams to understand user experience
- Troubleshooting alongside existing teams to transfer knowledge
- Recommendations on troubleshooting techniques, toolsets and processes that could minimise potential issues

Time required

- ½ day assessment
- Two days onsite analysis
- Two days writing up

Why choose Proact?

We've been a VMware Premier Partner (the highest level of certification) for many years and we offer a vast range of VMware-related services, from presales and sales, to implementation and support.

With their ever-expanding product portfolio, VMware has split its accreditations into several different categories. We specialise – and have received accreditation – in the following VMware product areas: Server Virtualisation, Business Continuity, Cloud Provider Program, Management Operations, Desktop as a Service, Desktop Virtualisation, Software Defined Storage and Network Virtualisation.

We are Europe's leading independent data centre and cloud services provider – and have helped over 3500 organisations throughout Europe since we started out over 20 years ago.

