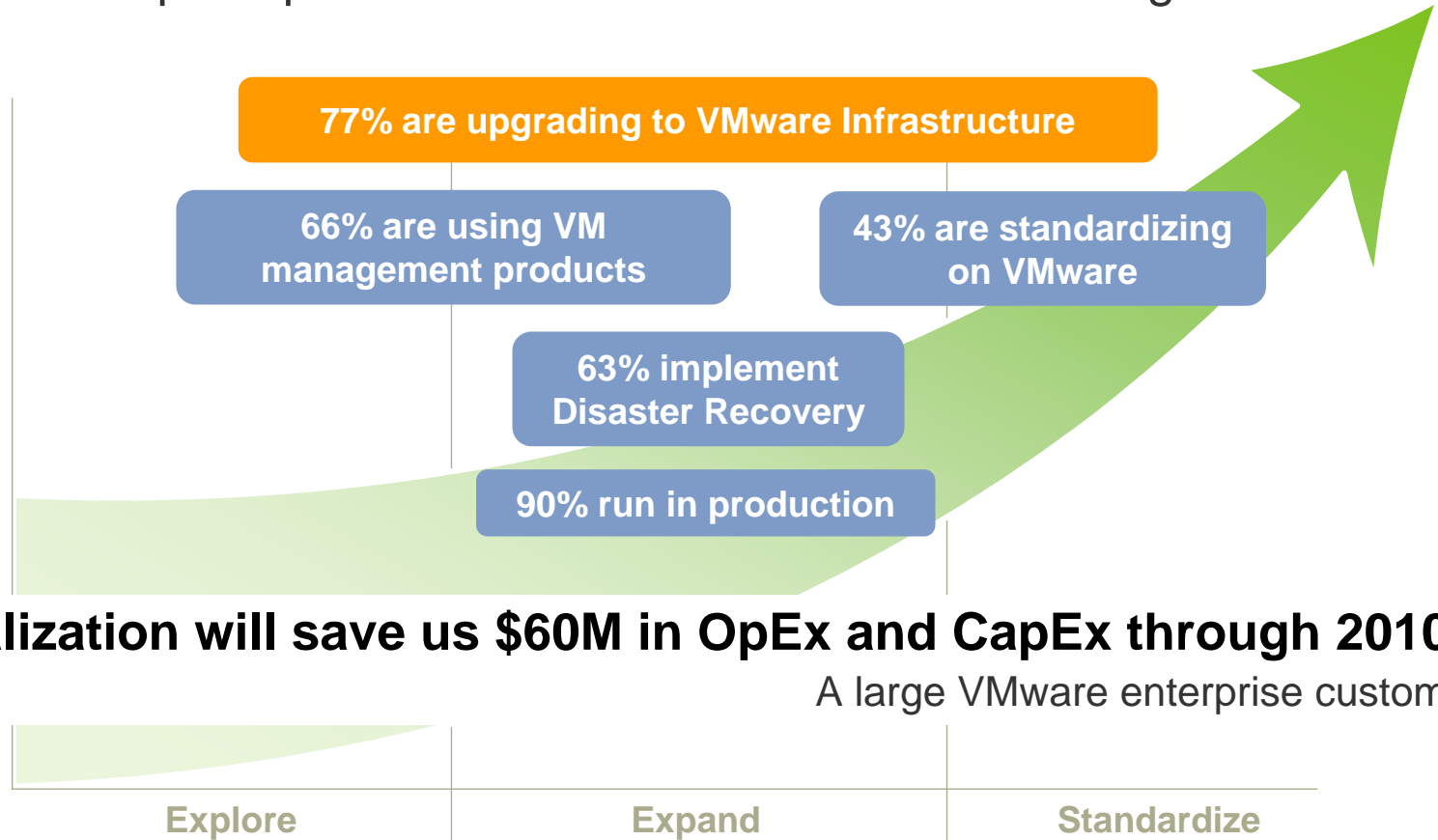




VMware Professional Services
Helping you transform your business.

Start and Scale

Adoption path of VMware customers: Escalating value.



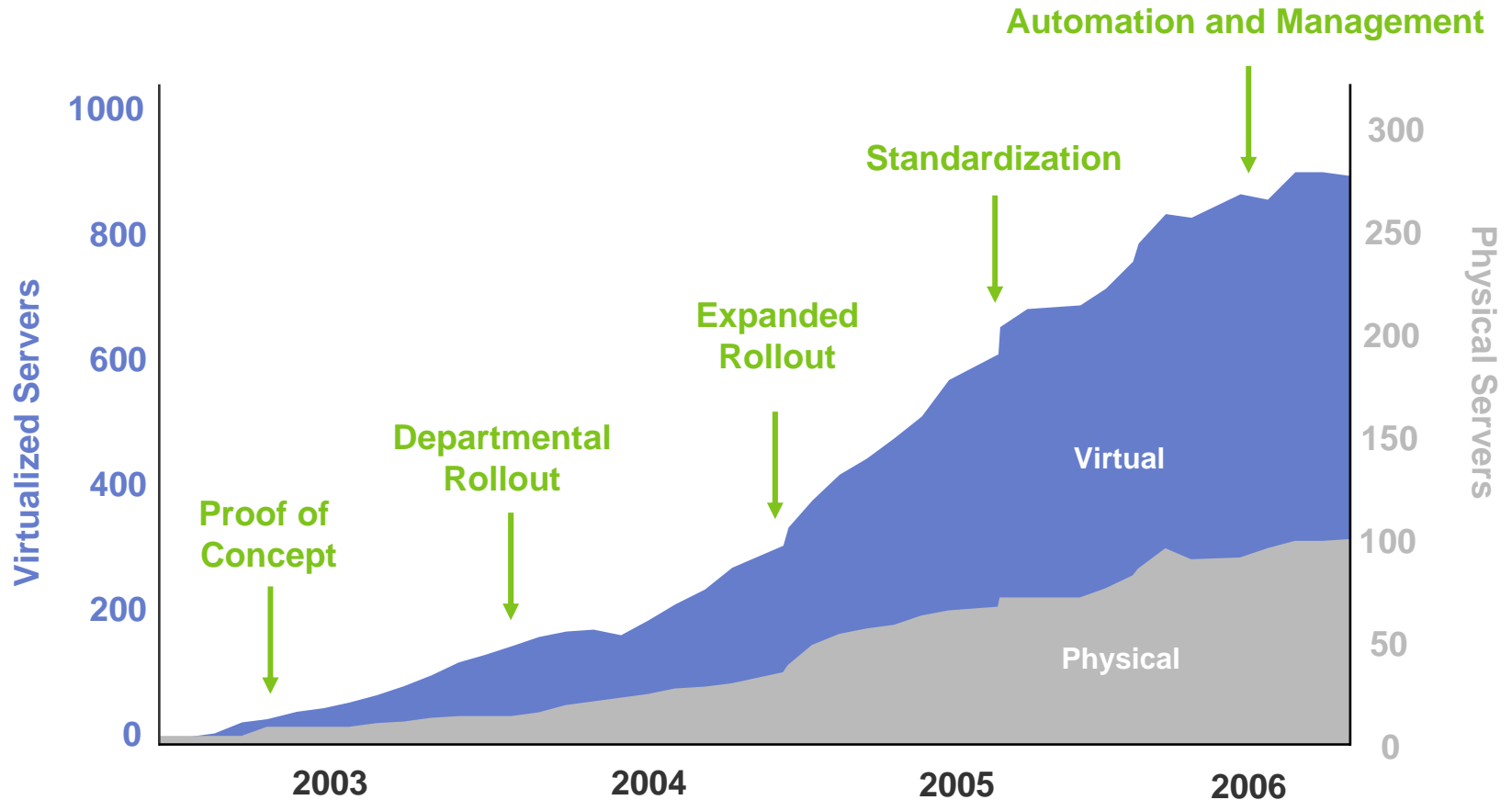
“Virtualization will save us \$60M in OpEx and CapEx through 2010.”

A large VMware enterprise customer

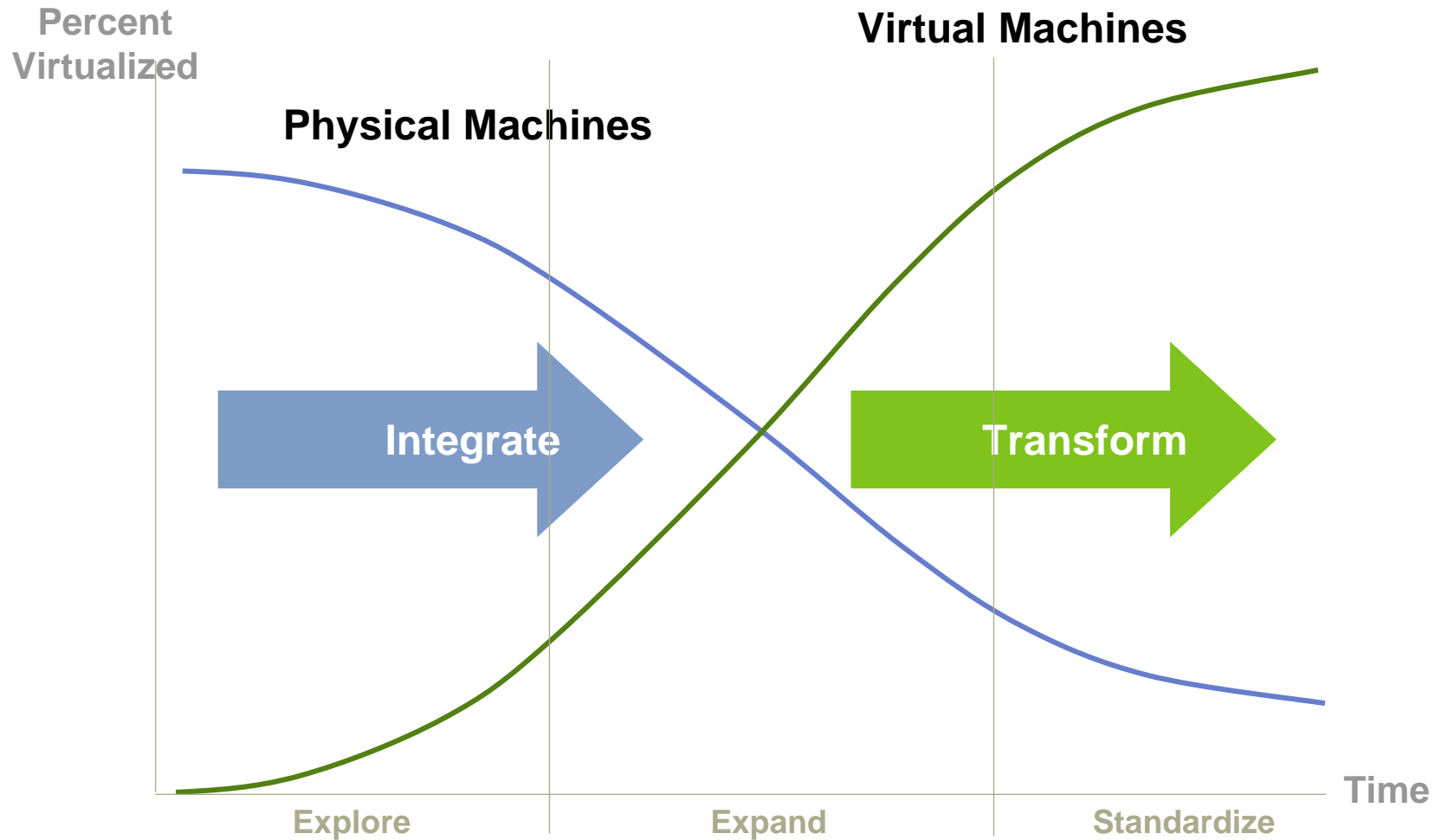
Source: Market Research Survey, 2006 and 2007

Case Study: Making the Most of Virtualization

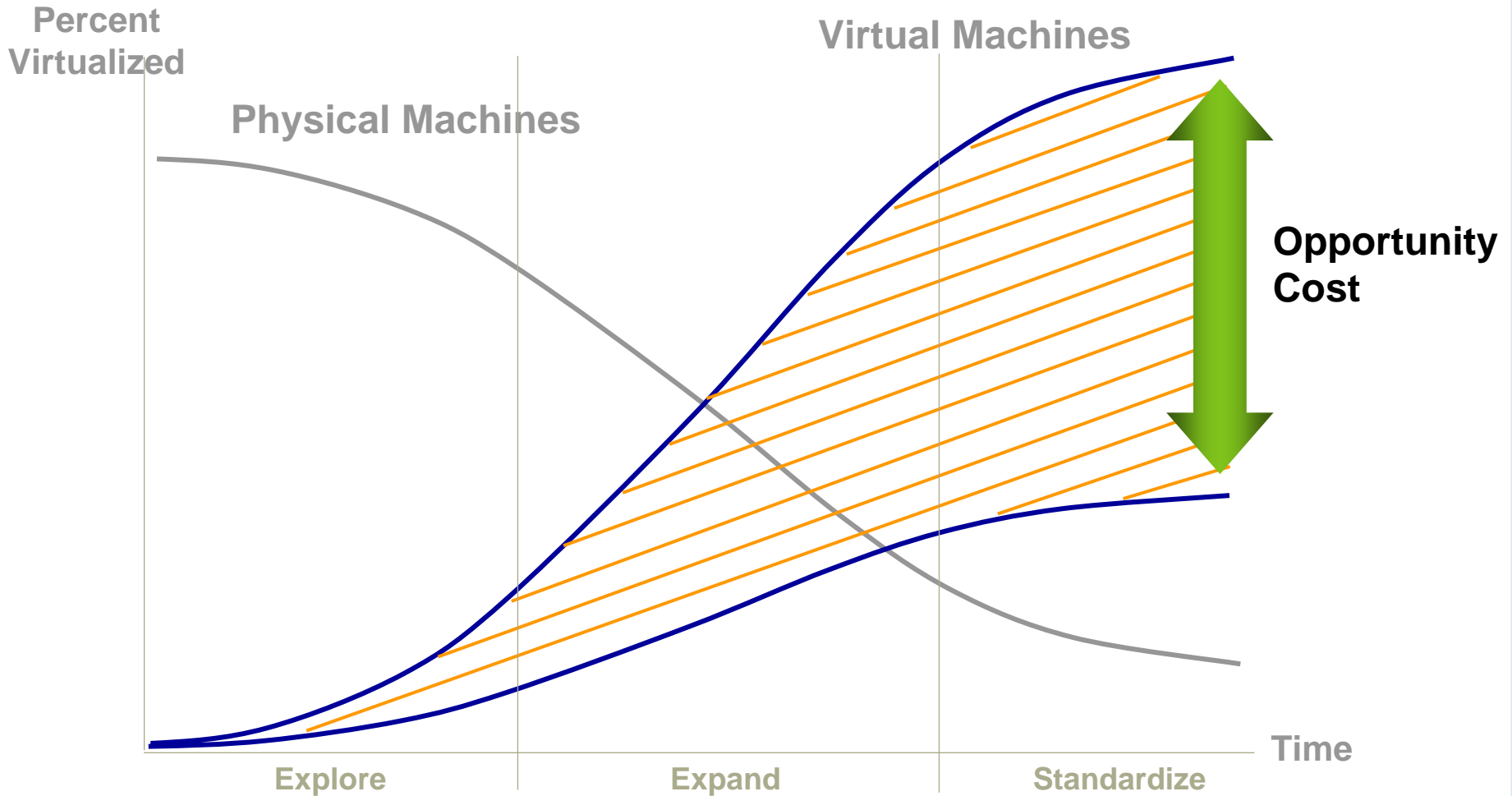
Wireless Technology Company



Physical-to-Virtual Transformation



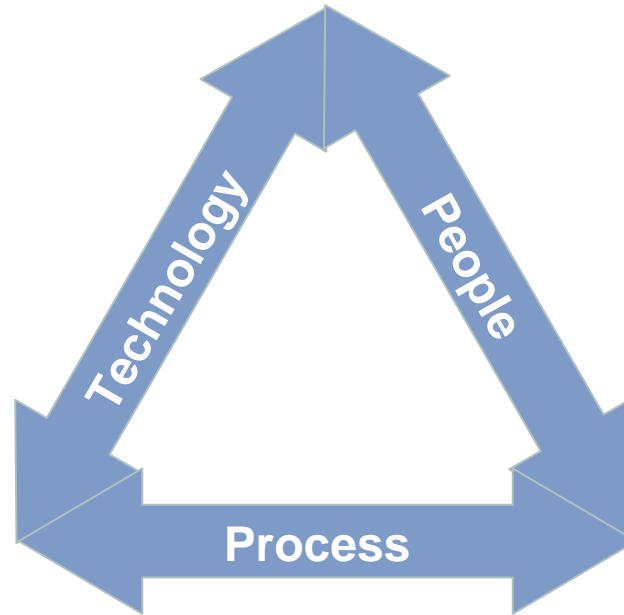
The Cost of Slow Standardization



Critical Integration

Technology

- Network
- Storage
- Systems Management
- Deployment



People

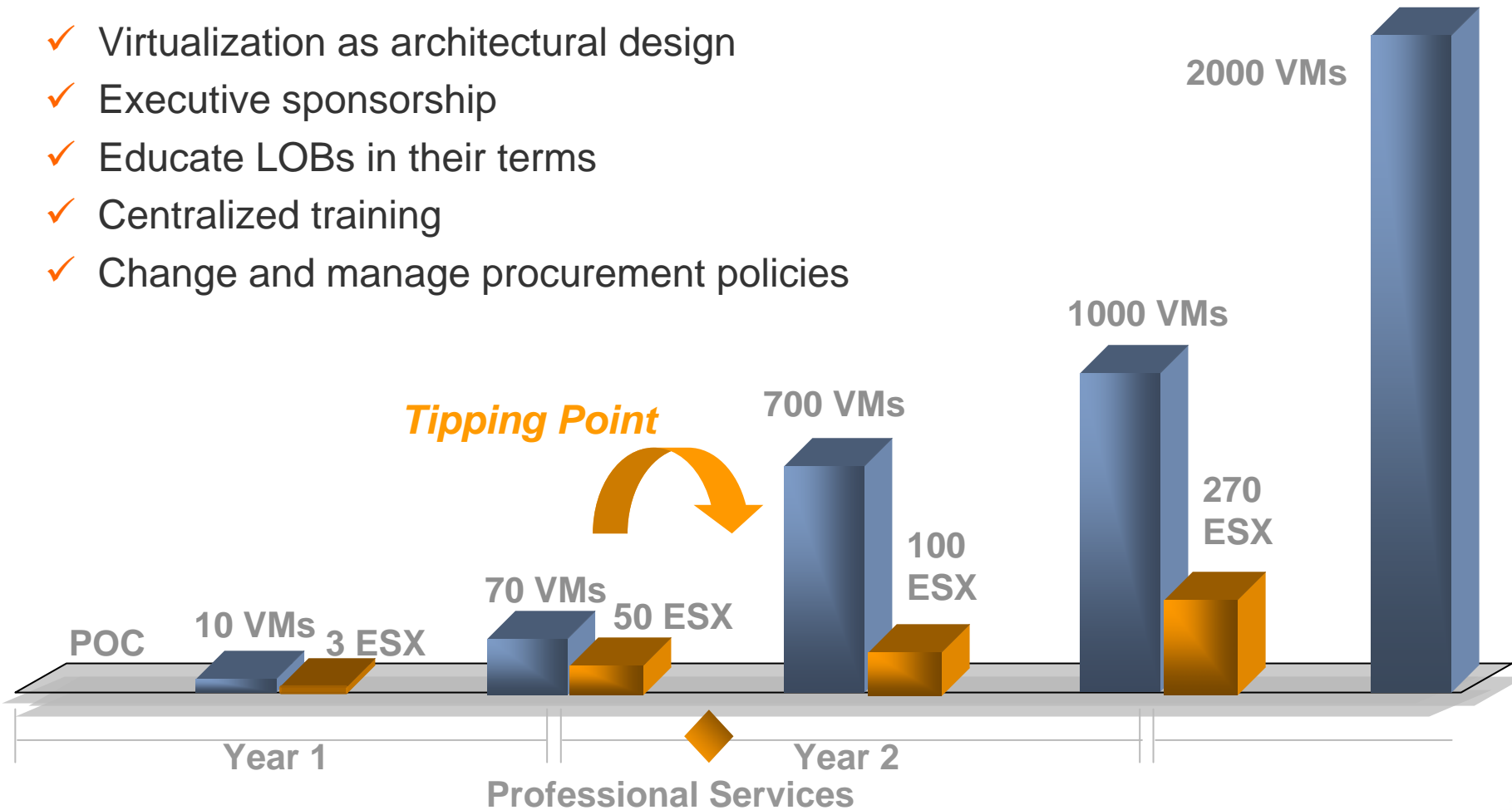
- Training
- Control
- Sponsorship
- Perception

Process

- Capacity and Operations
- Change Management
- Incident and Problem Management
- Chargeback

Overcoming Obstacles

- ✓ Virtualization as architectural design
- ✓ Executive sponsorship
- ✓ Educate LOBs in their terms
- ✓ Centralized training
- ✓ Change and manage procurement policies



Virtual Infrastructure Methodology

Assess



Identify:

- Goals
- Methods
- Impacts
- Scope

Plan



Define:

- Implementation plan
- Validation criteria
- Design and project timelines

Build



Implement and deploy

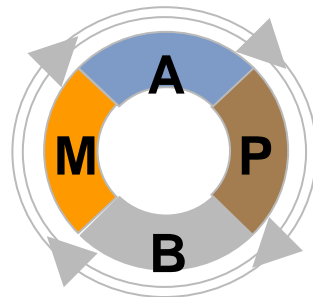
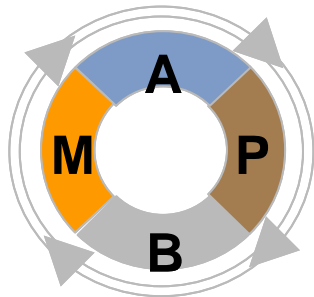
- Configuration
- Execution of blueprint
- Acceptance

Manage



Ensure ongoing success

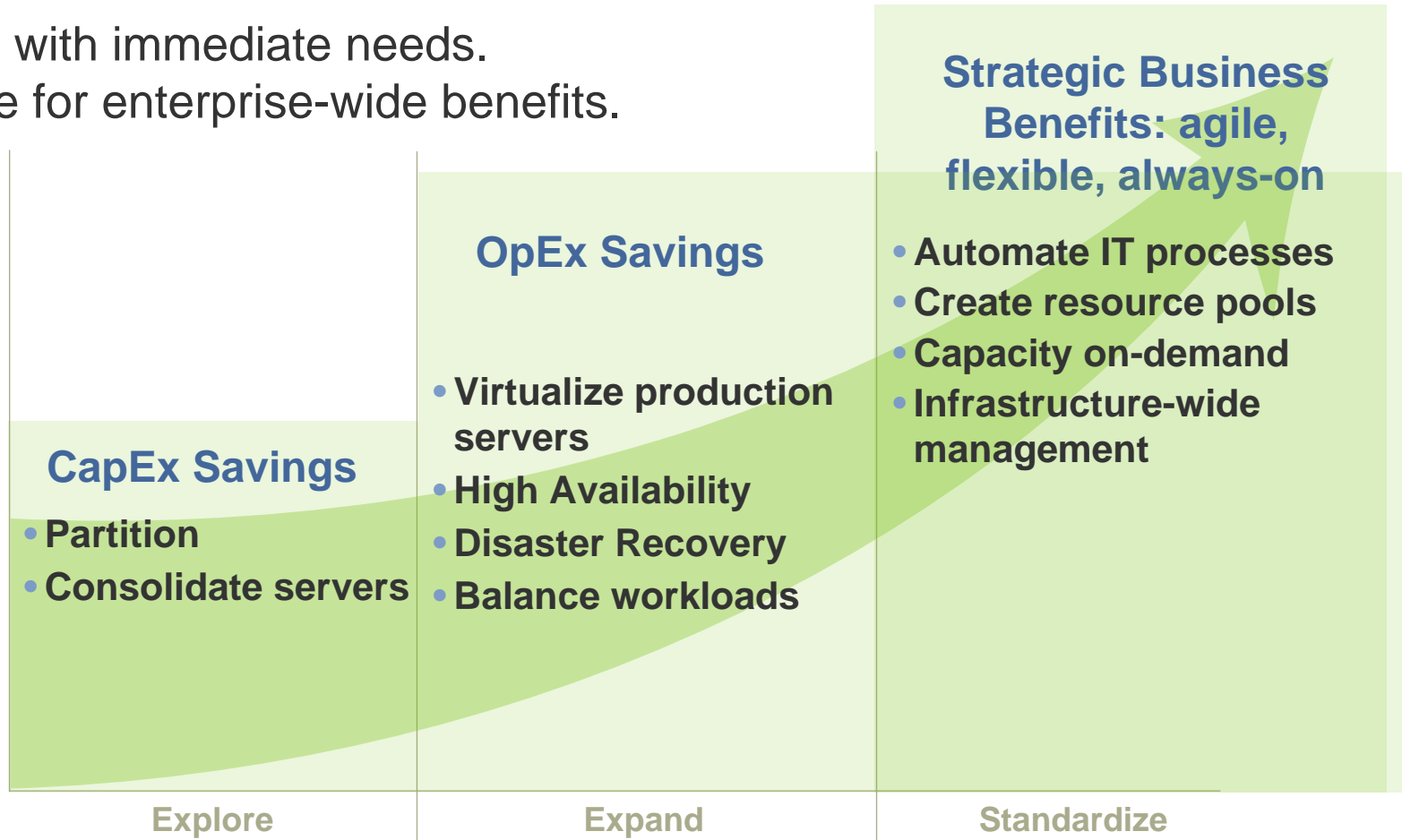
- Optimization
- Maintenance
- Cross-functional collaboration



Design for the big picture—
deploy incrementally

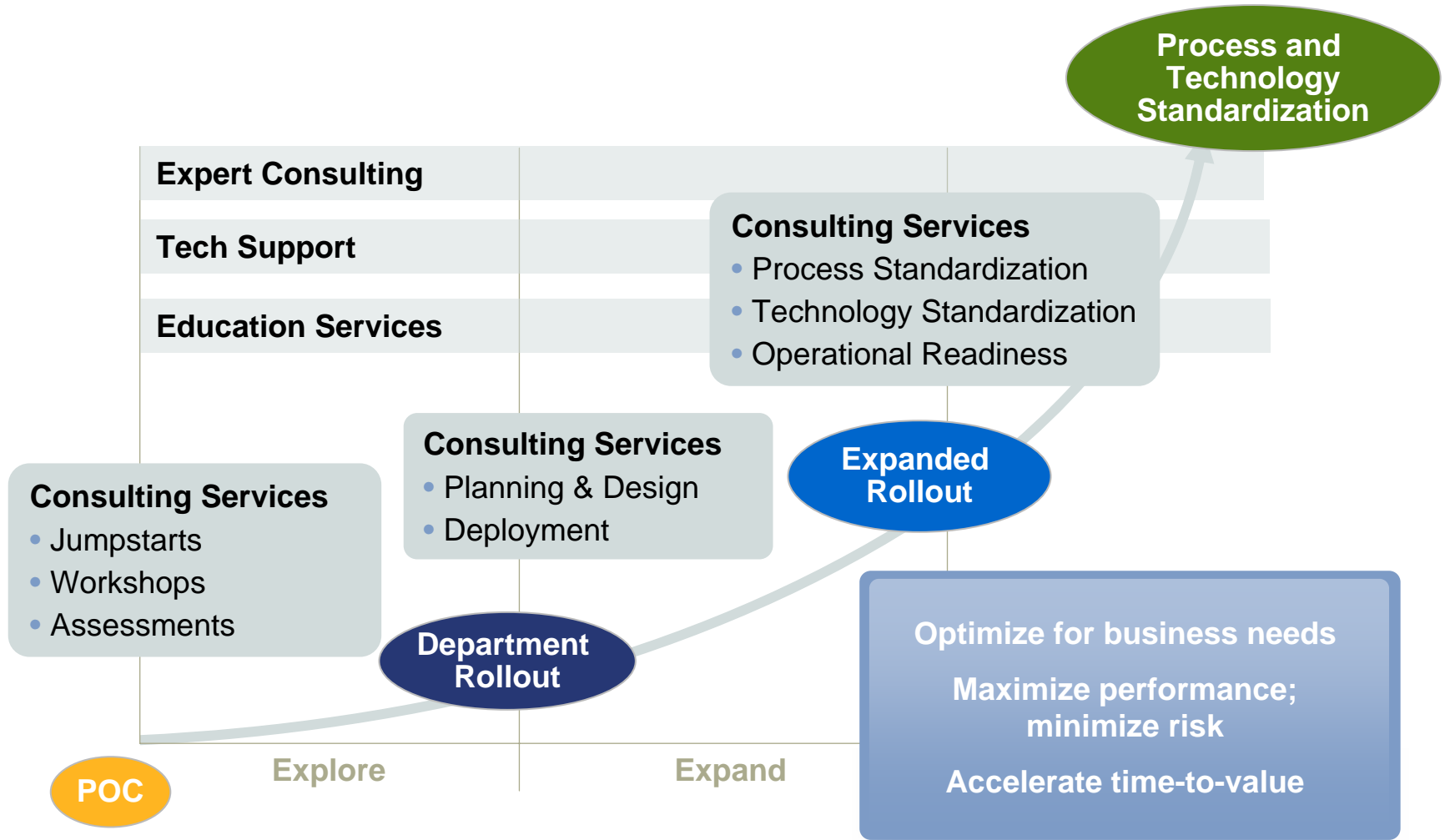
Your Adoption Path

Start with immediate needs.
Scale for enterprise-wide benefits.



Source: IDC, *Virtualization 2.0: The Next Phase in Customer Adoption*, Nov 2006

Services and Support: Help Along the Way



VMware Professional Services

Divisions	Consulting and Education
# Consulting Engagements	2,500+
# Students/Quarter	More than 10, 000
Satisfaction Rate	97%
# Certified Professionals	More than 17,000 VCPs
# Authorized Consulting Partners	400+ participating companies
# Authorized Training Partners	125 VATCs in 60+ countries
# Technical Account Managers	Advising over 175 customers

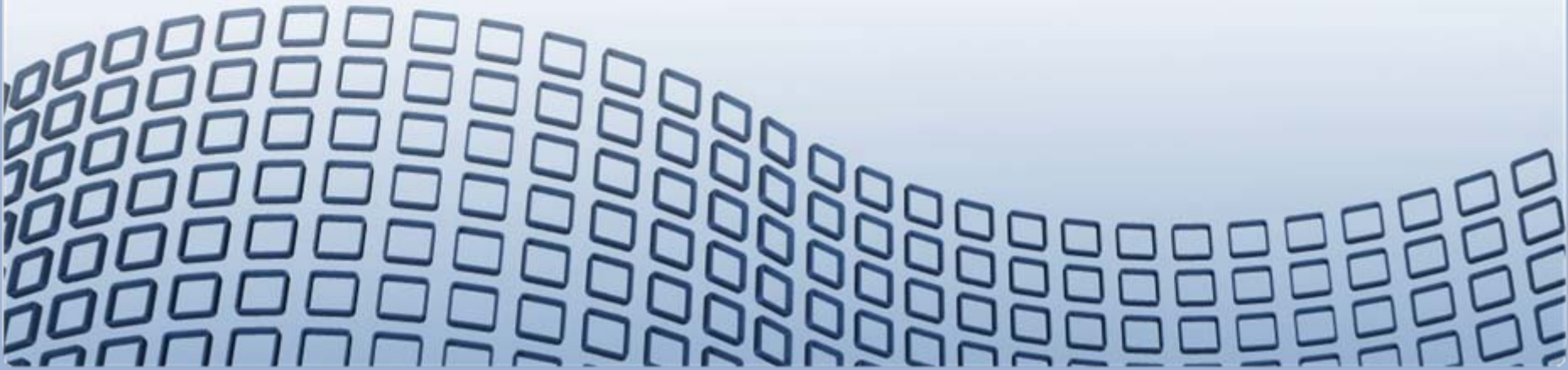
“Our [VMware Consultant] is totally dedicated to our success.”

Mornay Van Der Waltice President and System Architect, IXIS Capital Markets

Starting right.

Scaling smart.

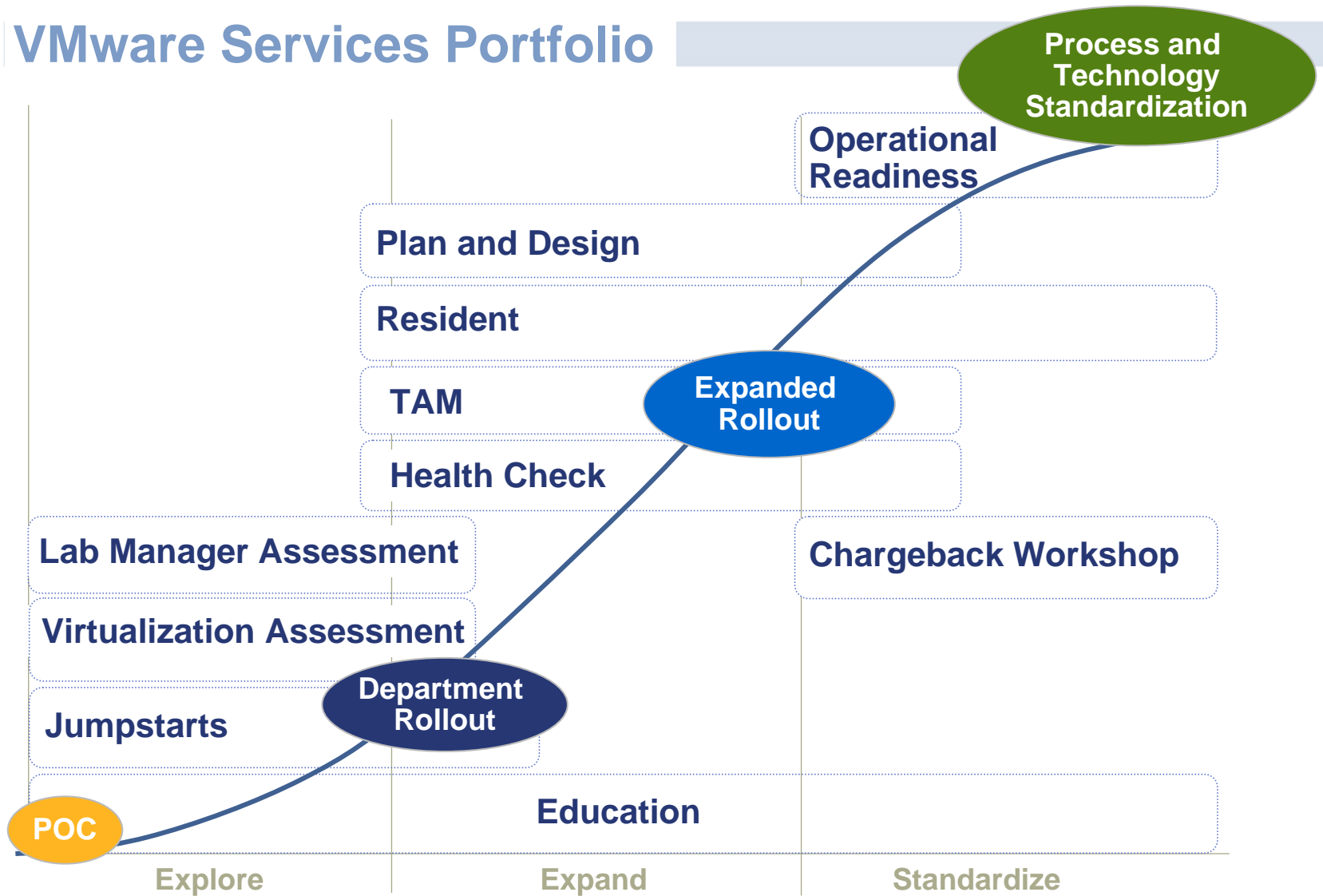
**We're all about constantly
increasing your value.**



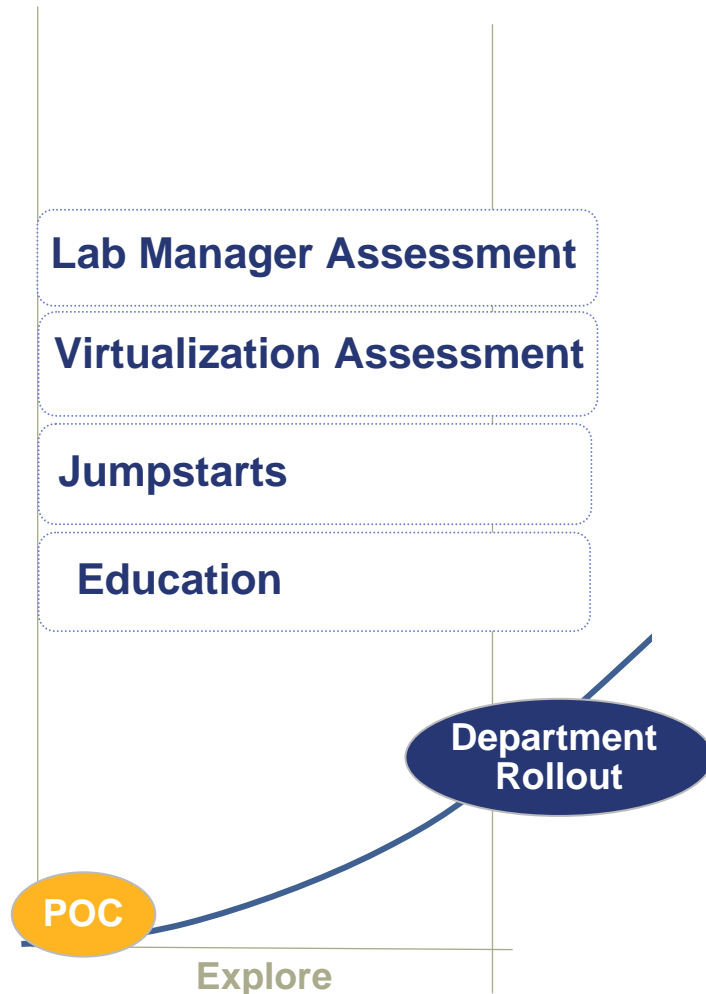


VMware Professional Services Portfolio

VMware Services Portfolio



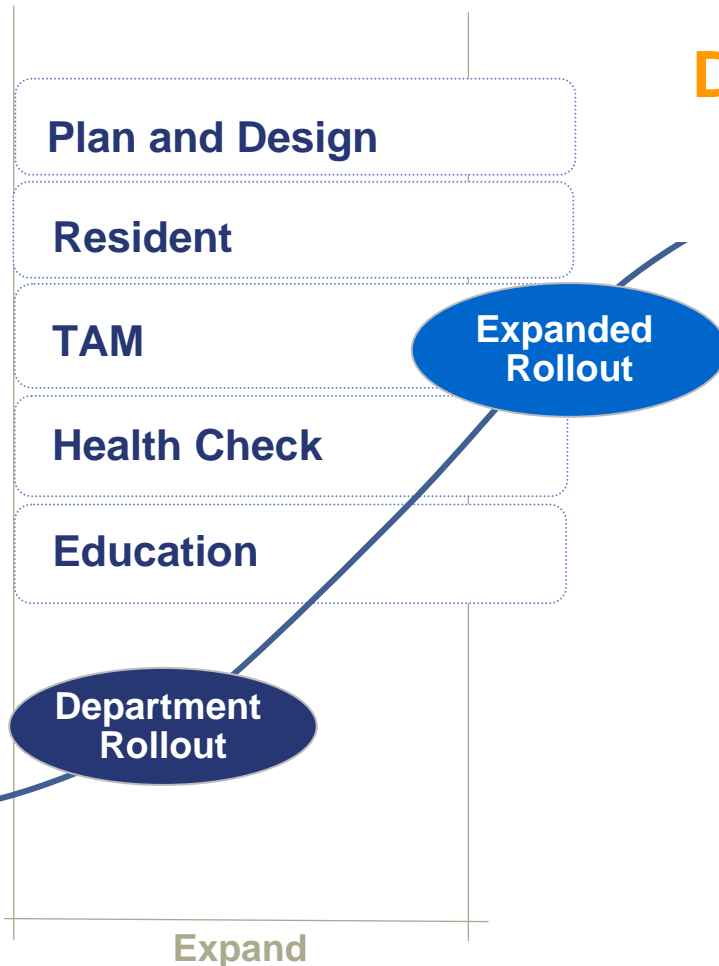
Get Started Quickly



Validate that VMware is right for my environment

- How do I know that VMware products are right for my environment?
- What is my server utilization and how many licenses do I need?
- Where should I start deploying VMware Infrastructure?
- How do I rapidly accelerate the staff learning curve?

Incremental and Controlled Growth



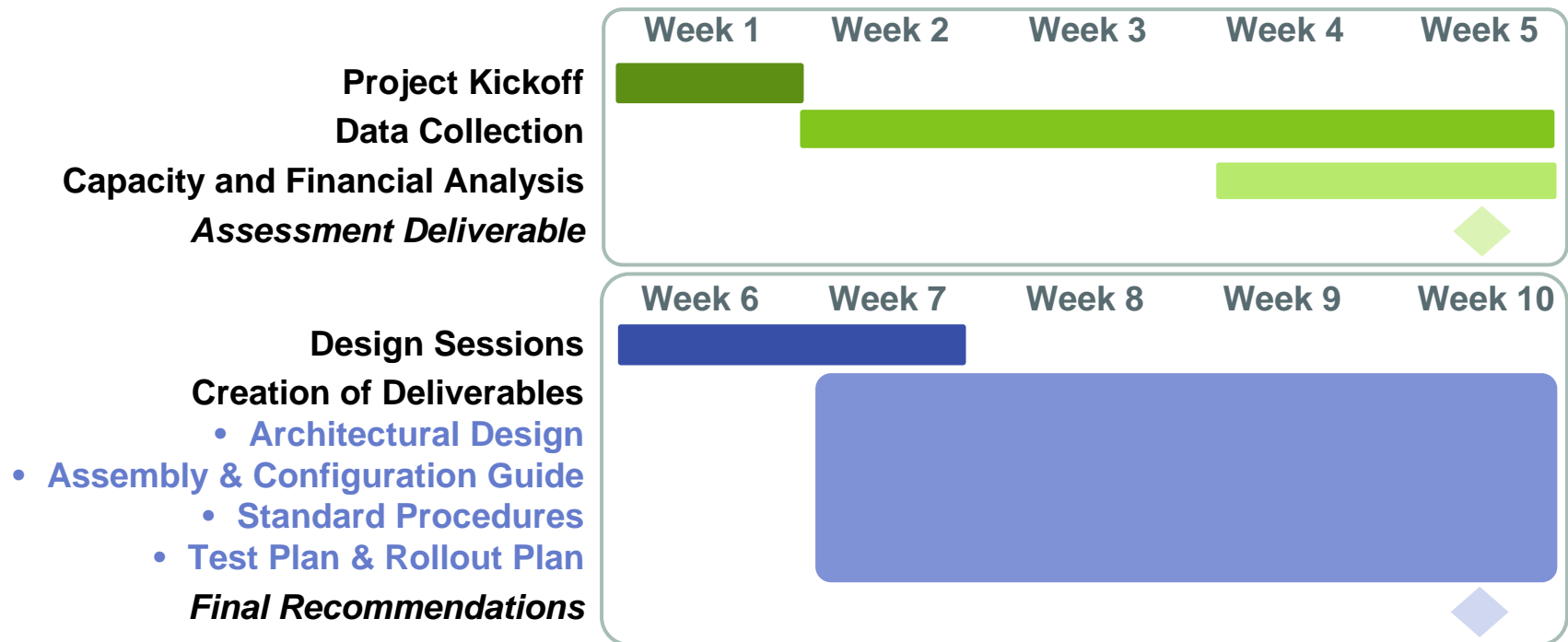
Deploy quickly and optimally integrate VMware into my IT environment

- What resources do I need and where are the gaps?
- How do I best configure and manage capacity?
- How can I speed creation of needed documentation, i.e. test plan; standard procedures guide?
- Where can I improve?

Plan and Design Service

Comprehensive VI architecture design for implementation

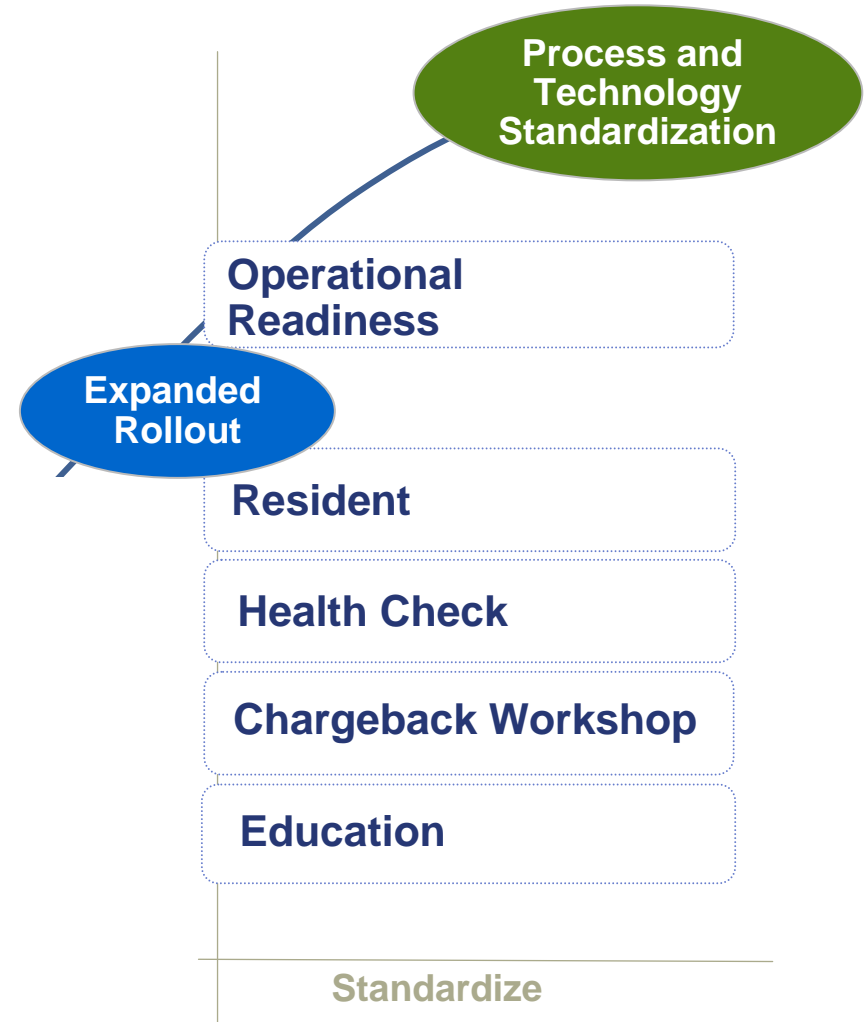
- Server consolidation plan for up to 500 servers / one datacenter
- Includes a comprehensive capacity and financial analysis
- 8-10 week delivery



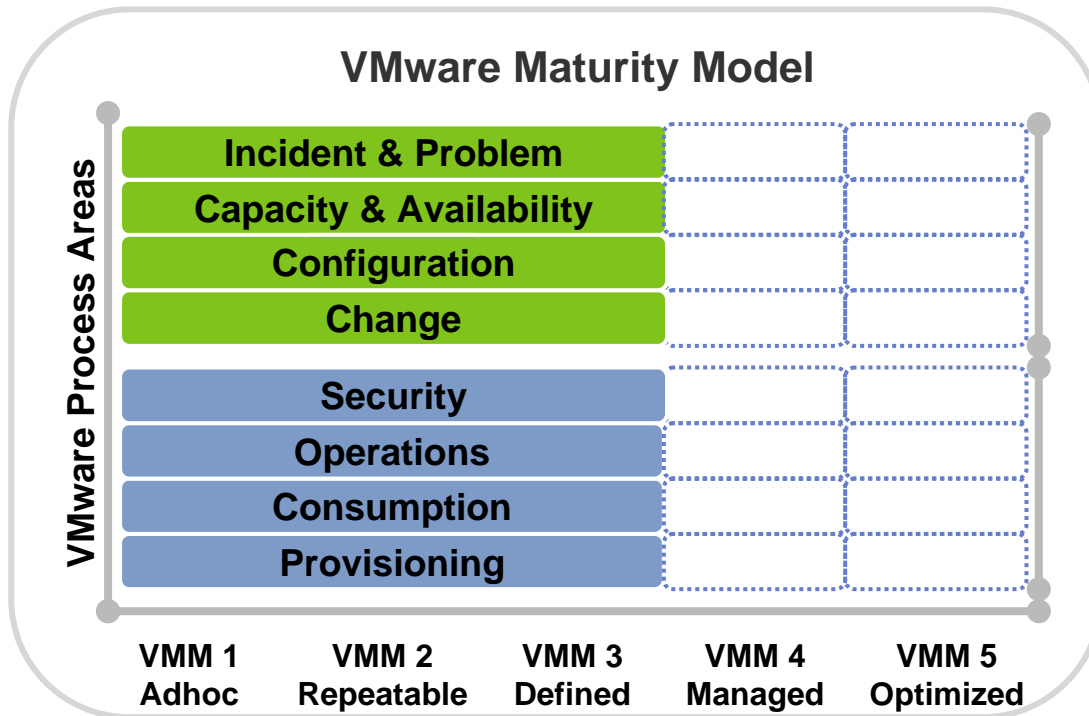
Standardize Across the Organization

Transform from a physical to virtual environment with integrated IT processes

- How do I integrate VI with IT business process, i.e. change management?
- How does VI affect my security policies?
- What is needed to get my support desk ready to handle incidents?
- How do I take this to other departments for standardization?



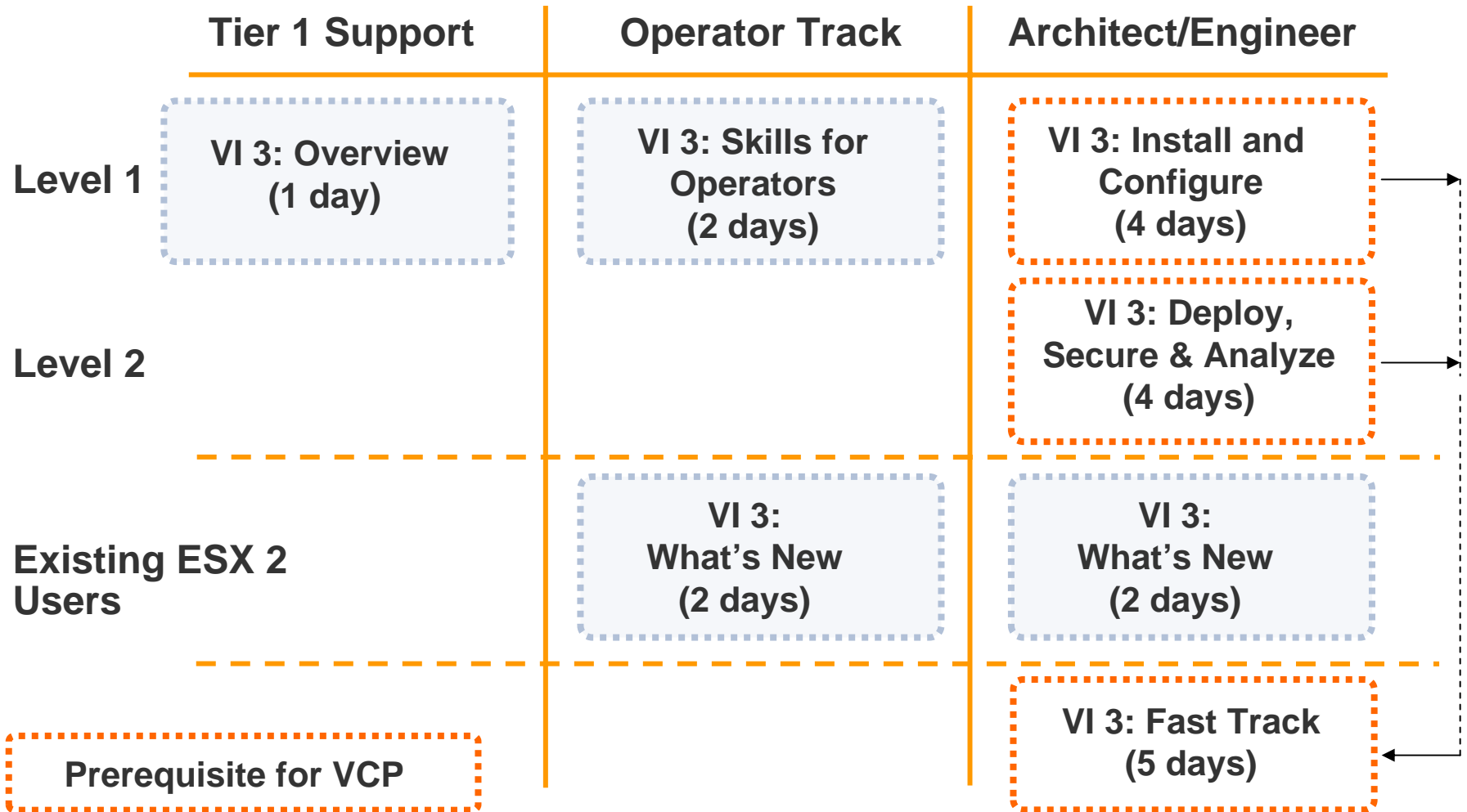
Operational Readiness Accelerator



- Best Practice Presentation
- Awareness Workshop
- Leverages and VMware Maturity Model (VMM)
- Adoption Workshop
- Gap Analysis Considerations
- Assessment Report Reference Deliverable
- Roadmap to Virtual Infrastructure Presentation

Customer Self-Assessment <http://viops.vmware.com/>

Education: Onsite, Open Enrollment or Live Online



Consulting and Training Credits Program

Flexible pre-paid service credits—with volume discounting—that can be used for VMware consulting or education classes

- ✓ packaged services
- ✓ education courses
- ✓ custom services
- ✓ T&E

Benefits

- **Flexibility**
- **Discount pricing for education and packaged services**
- **Leverage budget cycles**
- **Simplify procurement process**

* Consulting and Training Credits must be redeemed for services within one year

Additional Resources

- Roadmap to Virtual Infrastructure

<http://www.vmware.com/services/standardizing.html>

- Operational Readiness Self-Assessment

<http://viops.vmware.com/>