

VMware Resident Program

Overview

Customers who want trusted, dedicated virtualization expertise can engage a VMware® Certified Professional (VCP) consultant through the *VMware Resident Program*. Resident consultants are placed on-site at the customer location and are available on a daily basis during project kickoff, design, build, and production phases. They focus on customer-specific virtualization needs, give guidance about best practices and provide insider access to VMware.

Residents may fulfill a customer's need for IT staff that are generally knowledgeable about virtualization, or they may be specialists in a particular area of virtualization. Based on a customer's need and request, an appropriate Resident is staffed for their program. By hosting a Resident, customers can improve productivity, consistency, and efficiency of their virtualization project.

Benefits

- Shorten timelines by having the appropriate resources when needed
- Provides an IT staff resource with virtualization knowledge
- Access to exclusive VMware technical content, best practices, resources and knowledge bases
- Ongoing technical training, knowledge-sharing, and support provided through the VMware Resident Program

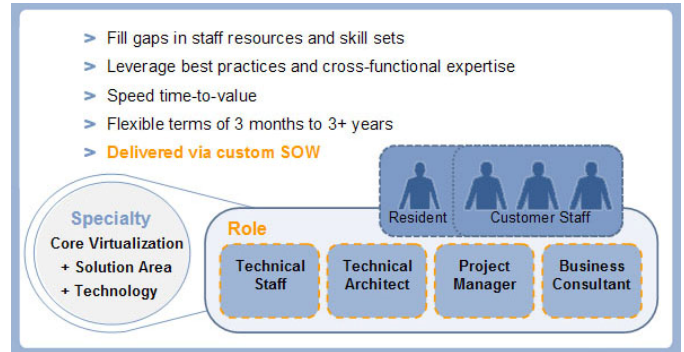
Target Audience

- New and existing VMware vSphere™ customers who want the benefits of an on-site, trusted Resident consultant with focused virtualization expertise.
- Companies who want to supplement their existing IT staff with a knowledgeable virtualization specialist.

Potential Activities

- Hands-on planning, building, and roll-out of virtual infrastructure
- Best practices guidance on installation, setup, and operating infrastructure for the virtual environment
- Role- and implementation-specific deliverables based on customer-specific needs such as project planning, gap analysis, installation, configuration and operations

Key Activities



Pricing and Terms

- Residency to be staffed by a VMware Certified Professional (VCP) consultant from VMware or from a VMware Solution Provider
- Three-month minimum engagement required. May be extended up to three years or more on-site
- Credits are redeemable for this offering (with some exceptions and rules)
- Contact your local VMware representative for pricing information

For More Information

More information about VMware software and services is available from www.vmware.com and from your local VMware representative.

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