Our experts will help you quickly realize business benefits through increased IT Disaster Recovery management, avoiding costly outages while boosting agility, compliance, and security.

In this era of global data center dependency, a company's ability to maintain business continuity and recover lost data in the face of disaster can help it weather a storm—or shut it down for good.

Traditional solutions based on physical infrastructures are expensive and complex, and they often don't meet recovery time and availability requirements. VMware Business Continuity and Disaster Recovery with Virtualization delivers an automated virtual approach to business continuity and disaster recovery (BCDR), opening the door to unprecedented gains in efficiency, control, and choice. VMware accelerates the time to recover, eliminates the risk of human error during the recovery process, and frees companies from having to replicate their exact physical environment.

Using the most robust and trusted virtualized environment, VMware Professional Services (PS) is able to deliver new or enriched BCDR capabilities, using proven strategies to protect your virtual server infrastructure. Whether your organization is new to Business Continuity Management and virtualization or you simply want to expand your existing virtualized environment, a clear picture of the cost of ownership and return on investment enables you to justify your IT initiative with detailed benefits and cost savings for your stakeholders. Our reliable, repeatable methodology and seasoned consultants will help you reduce risk and downtime, accelerate your deployment, prepare your team to effectively manage the environment, and ensure first-time success.

VMware's Technology Consulting services for BCDR includes: Virtualization, Operations Management, Compliance, Automation, and vCenter Site Recovery Manager (SRM) services.
Accelerate Results and Develop Staff Capability with Expert Collaboration

VMware virtualization and automation technologies offer many ways to radically simplify IT BCDR capabilities across the entire data center to the virtual workspace. Our Technology Consulting Services help you quickly realize business value from your investments in VMware and other IT solutions. We help you uncover and exploit the unique opportunities made possible by VMware virtualization and automation technologies. We evaluate the technical and business requirements of IT, while also addressing the people and process implications of IT as a service. Our experience, unparalleled virtualization and cloud computing expertise, and emphasis on knowledge transfer will convert your IT possibilities into value that is positive, tangible, and material to IT and the business.

From strategy assessments to design and deploy services, our Consultants work as an extension of your team to:

- Assess your organization’s goals and capabilities to design, build, and manage BCDR virtualization solutions for your organization
- Provide an in-depth understanding of how VMware technologies can drive business benefits and scale to meet business demands
- Design new or enhanced BCDR strategies for virtualized environments—including the rapid deployment of a pilot or fully integrated production environment
- Deploy, test, and integrate architectural designs and plans
- Evaluate a variety of operational elements, compare current performance with desired state capabilities, and make recommendations on how to use technology as it impacts people and processes
- Develop your team’s operational expertise and teach them how to improve efficiency and reliability through ongoing knowledge transfer and hands-on involvement

Customer Success
VMware Consultants deliver thousands of successful customer engagements each year. Read on to see how we might be able to help you.

How We Work with Our Customers
- We collaborate and listen
- We set strategic objectives and execute with measurable outcomes
- We ask innovative questions and provide actionable answers
- We imagine new possibilities and deliver unrivaled insight
- We embrace challenges and tackle complexity with rigor
- We transfer knowledge, skills and confidence—enabling you to efficiently run and operate your VMware environments
Putting Our Experience to Work

Like many companies that choose VMware virtualization technology, this large financial services company began with a server consolidation project that achieved impressive results, reducing its web server capital costs by 90 percent. That’s why, when they were ready to upgrade from Microsoft Exchange 2003 to 2010, they turned to VMware to support the business-critical project of upgrading the company’s 18,000 Exchange mailboxes.

A stable and highly available Exchange environment was critical, not only because of the nearly two million accounts managed worldwide, but also because of the extensive regulations in the industry. The high-profile nature of the initiative drove the decision to engage VMware Professional Services to provide expertise to ensure first-time success.

The Consultants began with an architectural review of the company’s design and the scope of the project. They recommended several modifications to the design to make it easier to expand the number of CPUs if needed and to optimize its LUN (logical unit number) disk configuration. “There was a significant value add to the VMware architectural review process,” notes the company’s systems engineer. “They caught issues early on, before we began building the environment, which kept downstream reconfigurations to a minimum. They also helped us feel more confident in our design decisions.”

Next, the company’s IT team built a test environment comprised of one hub server and one mailbox server, then brought VMware back to oversee a series of performance tests. The Consultants simulated user connections and loads to validate the design and demonstrate that the virtualized Exchange environment would support the fast application response times required.

VMware Professional Services provided the BCDR expertise to ensure the implementation was successful, delivering tangible business results.

- **Expert architectural review and performance testing** focused on understanding business priorities, identifying key refinements, and ensuring the IT team understood the decision points.

- **Faster reboots** allow the IT team to perform server maintenance without incurring outages and perform more activities during each maintenance window. At the same time, Exchange users continue to receive the highly available and stable application services they expect.

- **Greater IT agility** and improved manageability positions the company to respond rapidly to new business needs, such as acquisitions and expansions.

- **Hands-on, real-world experience for the IT team**, working alongside embedded technology consultants helped them quickly gain knowledge and confidence to manage the Exchange upgrade.

Since the upgrade, the new Exchange environment’s disaster recovery processes have performed flawlessly. According to the company, the value provided by VMware throughout the process was significant. “Having VMware on hand to help with performance testing helped us keep to our launch schedule,” the system engineer noted. “It freed us to focus on other aspects of the rollout.”
Get Started Today

VMware software solutions open up a wealth of new options for IT. VMware Professional Services can help you understand and take advantage of those options—and strengthen IT’s role as a critical enabler of business success in a constantly changing world.

For more information about VMware Professional Services, and how we can help you, contact your local VMware representative or visit www.vmware.com/services.

Technology Expertise You Can Trust to Unleash Business Results

VMware Consultants help you unlock the full value of our technology to drive business outcomes, ensure the quality and availability across your environment, and better manage costs. By combining vast solution expertise with an uncanny ability to work across multivendor IT domains and silos, our Consultants work with you to establish or improve your BCDR approach for a virtualized environment. Together, we will build upon your existing foundation, moving from basic cost-savings benefits to real operational efficiency by maximizing the unique opportunities made possible by VMware solutions.

With unrivaled skills, bandwidth, and access to VMware’s vast network of experts, VMware Technology Consultants help you:

- Accelerate business breakthroughs by operationalizing technology innovations that scale to deliver material business impact
- Improve time-to-project completion, operational reliability and efficiency, and user satisfaction by leveraging insights from successful applications of VMware products and solutions
- Ensure your self-sufficiency by building your staff’s technical skills, operational know-how, and confidence
- Simplify and operate more reliable and efficient IT environments by assessing operational readiness, building for performance and high availability, and applying interoperability and enterprise management expertise
- Reduce costs and maximize the return on your VMware investments

VMware Professional Services

- **Accelerate Advisory Services** use benchmarking and financial modeling analysis and insight to help identify opportunities for transformation and create executable IT strategies and roadmaps that support customers’ business goals.
- **Cloud Operations Services** provide collaborative assistance in analyzing, designing and implementing focused cloud operations functional areas that address integrated process, people and supporting management tools.
- **Technology Consulting Services** create, grow or enhance cloud environments and optimize VMware technologies to deliver positive, material outcomes while transferring hands-on knowledge that builds the self-sufficiency of customer teams.
- **Technical Account Manager Services** continually enrich customer strategies and tactics for driving change over time while advocating for customer needs inside VMware and helping improve customer support for VMware projects.
- **Education Services and Certification Programs** help build the skills, confidence and experience organizations need to manage their IT landscape.
About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services help you uncover and exploit the unique opportunities made possible by VMware technology and solutions. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for your VMware solution to deliver results that are positive, tangible and material to IT and your business.