VMware Cloud Operations Management Technology Consulting Services
No matter where you are in your journey, VMware Consultants’ expertise will help you unleash the full potential of VMware products and technology in your environment.

The software-defined data center architecture provides the flexibility and agility companies need to enter new markets, grow customer intimacy, and enable greater productivity for an increasingly mobile workforce. VMware® Cloud Operations Management solution delivers the comprehensive visibility and control required, while letting you access and provision IT services in any available cloud. Specifically designed for dynamic and highly virtualized environments, our automated, intelligent, policy-driven solutions reflect a new management approach that is as agile and flexible as your new IT infrastructure.

VMware understands that building and implementing an ITaaS environment is only the first step—the real value is unleashed through efficient management and operations that keep pace with your evolving IT platforms. Our seasoned consultants’ expertise, insight, and ability to customize best practices to your requirements will help reduce risk and downtime, accelerate your deployment, prepare your team to effectively manage the environment, and ensure first-time success.

At-a-Glance
VMware skilled consultants are available to help you:
• Accelerate business breakthroughs
• Speed time-to-project completion
• Improve operational reliability and efficiency
• Ensure your self-sufficiency
• Reduce costs

“The biggest hurdle (that CIOs face as they move infrastructure and applications to the cloud)—and the one that threatens cloud deployments the most—is the lack of IT professionals who are familiar with cloud offerings and know how to implement them.”

CIO Magazine
Accelerate Results and Develop Staff Capability with Expert Collaboration

VMware products and technologies offer many ways to radically simplify IT, optimizing management with a unified view of infrastructure and applications for rapid problem resolution and proactive resource utilization. Through our Technology Consulting Services, we help you quickly realize business value from your investments in VMware and other IT solutions.

We can help you uncover and exploit the unique opportunities made possible by VMware Cloud Operations Management solution. 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 and architects work as an extension of your team to:

• Assess your organization’s goals and capabilities to design, build, and manage your software-defined data center platform
• Provide an in-depth understanding of how VMware technologies can drive business benefits and scale to meet business demands
• Design new or enhanced 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

To keep up with the demands of its growing business, this large, global bank needed to enable proactive management of critical business applications, while eliminating costly downtime and manual workarounds. The company engaged VMware Technology Consultants for expert advice and insight about the automation and analytic intelligence VMware Cloud Operations Management solution would bring to the bank’s infrastructure support system.

While confident in the solution, the bank was concerned about its own ability to manage a quick and successful deployment. That’s when they turned to VMware Technology Consultants to not only accelerate the implementation, but also equip the IT team with the skills required for long-term success.

Working side-by-side with the bank’s IT team, VMware Consultants evaluated the environment, defined a deployment strategy, configured the software, integrated data collectors, and implemented the solution. Because the business demanded high availability, they also transformed the IT support model to respond proactively by remediating issues rather than waiting for an outage to occur.

VMware Technology Consulting Services helped the bank quickly achieve tangible business results, including:

• Avoidance of 4-5 costly outages each month
• Dramatically improved customer satisfaction
• Ability to refocus IT resources on other business-critical initiatives

Based on the success of the implementation, the bank is building a roadmap for how the cloud management solution will help achieve stronger business results.
Technology Expertise You Can Trust to Unleash Business Results

VMware Technology Consultants help you unlock the full value of our technology to drive business outcomes, ensure the quality and availability of your cloud environment, and better manage costs. By combining vast solution expertise with an uncanny ability to work across multivendor IT domains and silos, our Technology Consultants work with you to establish or improve your software-defined data center environment. Together, we will build upon your existing virtualized 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
- Simplify and operate more reliable, efficient, and effective virtualized environments by assessing your operational readiness, building for performance and high availability, and applying interoperability and enterprise management expertise
- Ensure your self-sufficiency by building your team’s technical skills, operational know-how, and confidence
- 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.

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](http://www.vmware.com/services).
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.