

# Professional Services for Multi-Cloud

Deliver a public cloud experience

## AT A GLANCE

Deliver the ease and speed of public cloud in your private, hybrid, or multi-cloud environment.

## KEY BENEFITS

- Improve IT efficiency with an automated and orchestrated cloud environment
- Speed time to market for application releases with fast, seamless self-service access to services
- Adopt the processes, roles and skills necessary to manage and operate at scale
- Migrate applications quickly and securely
- Increase adoption and consumption through comprehensive communication and marketing plans

## Business challenge

Everyone wants fast and easy access to the IT services they need. That's what public cloud offers—instant access to services with the click of a button, and advanced management capabilities like autoscaling that can spin up or spin down resources as needed. This on-demand access to services and ability to scale resources allows you to rapidly develop, test and launch applications that drive business growth and innovation.

You can replicate this public cloud experience by leveraging the right technologies and solutions in the right ways. Provide standardized IaaS, PaaS, and XaaS services through a self-service portal and APIs. Automate the infrastructure, development platform, provisioning, and pipelines. Adopt the IT processes, roles and skills that enable you to manage and operate at scale.

How will you do all of this? What do you need to do? Where do you start?

## Service overview

VMware Professional Services can help you adopt the people, process, and technology to effectively deliver a public cloud experience in your private, hybrid, or multi-cloud environment.

### Design, deploy, integrate, and configure the environment

Our VMware experts deploy a complete software-defined environment including virtualization of compute, storage, and network resources. Automation and orchestration tools are integrated and configured into the environment, providing holistic automation capabilities for the cloud platform. We implement API-driven infrastructure management capabilities including automated hardware deployment, automated capacity and performance scaling, automated remediation, and automated cloud configuration.

We establish governance strategies to keep IT aligned with business objectives, and compliance strategies to stay aligned with regulatory requirements. We develop and implement a disaster recovery model designed to ensure service availability, and we can expand the network for data center extension to hybrid cloud.

### Automate IT service delivery

It's not just about speed; you need to have the right portfolio of services offered in the way that users need to access them. Our experts define standardized IaaS, PaaS, CaaS and XaaS services that are specific to your technical and business needs. We provide access to these services through both a self-service portal and APIs. This includes automated management and provisioning APIs such as infrastructure as code and DevOps APIs.

## LEARN MORE

Visit [vmware.com/services](https://vmware.com/services).

## FOR MORE INFORMATION

Contact a VMware Professional Services expert at [vmware.com/company/contact.html](https://vmware.com/company/contact.html).

We create service blueprints and develop request forms, approval routing and policy-based workflows. We streamline the service delivery processes for efficient automation; and integrate, orchestrate, and automate fulfillment activities.

### Implement operations and management capabilities

Effectively managing your cloud environment requires a new way of operating. VMware Professional Services can help you optimize your people and processes for cloud. We define and implement metrics and monitoring, create dashboards, and define standard operating procedures. We define and implement processes for event management, performance management, capacity management, automated provisioning, service catalog management, showback/chargeback, service level management, and configuration management.

We define new cloud roles such as Cloud Administrator, Cloud Architect, Cloud Engineer, Service Owner, Automation Architect, Enterprise Automation Engineer, and Enterprise Process Manager. We can also assess your current skills, identify gaps, and provide relevant training to help ensure that your IT staff is ready to run.

### Migrate workloads

Leveraging best-in-class tools, a proven methodology, and a factory model, we efficiently and securely move applications from the current environment to the target cloud environment. First, we create a physical inventory of applications, infrastructure, and data. We identify target state requirements, map application dependencies, and validate applications and infrastructure. We bundle and schedule the migration events, create migration runbooks, develop test and contingency plans, and map the source infrastructure to the target infrastructure. Finally, we execute the migration in waves and validate to ensure the migration is accurate and complete.

### Drive consumption

Getting end users to adopt new services is not easy. You need to facilitate a culture of change. We work with you to define and implement communication and marketing plans that deliver clear, specific messages to create awareness of new services and capabilities, communicate the business value of the services, enable end users to find and access services, create positive attitudes, and strengthen confidence in the IT organization.

### Not sure where to start?

Start with an outcome-focused workshop. Our experts walk your IT and business stakeholders through a highly structured and proven approach that identifies desired outcomes; assesses current state capabilities, competencies, and culture; and identifies obstacles to success. We then recommend IT capabilities for delivering your desired outcomes and create a phased action plan to get you there.

### Benefits

VMware Professional Services has the experience, best practices, and proven methodologies to make your cloud journey smooth and effective. Our broad expertise and deep knowledge of VMware technology can help reduce risk and complexity. Our holistic approach addressing infrastructure, applications, and operating model helps minimize disruption and ensure predictable outcomes. From deploying your cloud environment, to automating service delivery, to implementing operations and management, to migrating workloads, to driving consumption, we can help you improve IT efficiency, enable faster time to market for application releases, effectively manage and operate your environment, and improve your end user experience.

