



# VMware Cloud Optimization Service for CloudHealth

## At a glance

Analysis of CloudHealth environment to identify opportunities to reduce cost and improve efficiency through cost, utilization, and optimization analysis; VMware Professional Services provides guidance, recommendations, and action plan for the customer to execute.

## Key benefits

Get recommendations across three areas:

- Cost drivers and recommendations for reducing costs
- Infrastructure optimization and rightsizing opportunities to enhance utilization and efficiency
- Policies for governance and monitoring your cloud

## SKU

CH-PSB-C

## Business challenge

The world of IT changed forever when public cloud providers entered the market offering services for pennies on the dollar.

This attracted many companies looking to reduce spend, improve agility, and maximize return on investments in IT. These companies learned the hard way that moving to the public cloud without improved process and management didn't always achieve their expected outcomes.

CloudHealth® helps thousands of users manage, govern, and automate their multi-cloud environment. However, not all customers have the time or resources to optimize their environment and infrastructure. To assist customers with running their cloud infrastructure more efficiently, VMware Professional Services developed the VMware Cloud Optimization Service for CloudHealth. Utilizing the CloudHealth platform, our experienced consultants provide hands-on guidance to assess, analyze, and recommend savings and optimization opportunities tailored to your unique multi-cloud environments.

## Services overview

The VMware Cloud Optimization Service for CloudHealth is designed to identify areas in your cloud environment where you can reduce cost, boost efficiency, and improve governance. As a result of our experts' years of industry leading experience in the cloud sector, our recommendations and guidance will help you run your cloud as efficiently and optimally as possible. Key action items and recommendations customers gain from the VMware Cloud Optimization Service for CloudHealth include:

- Immediate cost savings – Identification of unused and underutilized services/resources or Reserved Instance (RI) modifications
- Ongoing cost savings – Identification of rightsizing and optimization opportunities and Reserved Instance purchases
- Assistance with reporting and analysis, subscriptions, and policies through a single pane of glass

In addition to the tailored recommendations described above, the following deliverables are included in the VMware Cloud Optimization Service for CloudHealth:

- Cloud Optimization Detailed Report – This includes detailed analysis, reports, recommendations, and action items. This report is intended for distribution to key stakeholders within your organization.
- Cloud Optimization Executive Review Presentation – This formal presentation is for delivery to key stakeholders and includes a summary of the detailed report and highlights to the key results and recommendations.

## Service Delivery Description and Requirements

The VMware Cloud Optimization Service for CloudHealth is focused on providing a review of the customer's cloud infrastructure to identify and prioritize key actions and recommendations to be implemented. The key areas of review are:

- Current cost trends and drivers
- Operational efficiencies
- Governance and reporting

### Service activities

- Assess environment for immediate cost savings – unused services/resources or RI modifications and convertible exchanges
- Assess environment for ongoing cost savings – RI purchases across reservable asset types and rightsizing opportunities for EC2 and EBS
- Review assessment with customer for actionable cost savings
- Track and report ongoing cost savings by action
- Create up to 15 reports, subscriptions, or policies to allow for ongoing cost savings governance

### Service deliverables

VMware Professional Services will provide the following documents as part of this service:

- Cloud Optimization Detailed Report
  - This includes detailed analysis, reports, recommendations, and action items. This report is intended for distribution to key stakeholders within the organization and is actionable by the customer.
- Cloud Optimization Executive Review Presentation

- This formal presentation is for delivery to key stakeholders and includes a summary of the detailed report and highlights to the key results and recommendations.
- Cloud Optimization Cost Savings Report
  - This includes accounting for all incremental changes executed during the engagement.

These deliverables will provide the detailed requirements and act as the guide and agreement between VMware Professional Services and the customer as to what specifically will be implemented.

## Estimated schedule

VMware estimates that the duration of this project will not exceed 12 weeks (3 months). VMware will operate according to a schedule agreed to by both parties. Typically, services are performed during normal business hours and workdays (weekdays and non-holidays).

## Customer responsibilities

Customer is responsible for the following as part of this service:

- Attendance in meetings, such as kickoff calls, presentations, etc.
- Having metrics available within the CloudHealth platform, if metrics are missing, it will limit the level of analysis and recommendations. For example, for VMware Professional Services to provide rightsizing recommendations, metrics would be needed for memory, CPU, disk/filesystem, and network.
- Execution on the recommendations as provided in the detailed analysis and action plan.
- A dedicated project manager authorized to make decisions and provide the VMware Professional Services team with information necessary to complete the work as described in this SOW.
- A project sponsor to act as a point of escalation.
- The customer will be available and respond in a timely manner for any deliverables and feedback.

## Assumptions

- The scope of the services to be provided will be limited to the usage, cost, and performance data that is available in the CloudHealth platform at the beginning of the project.
- Expected deliverables will be communicated to customer within a mutually agreed upon timeframe to ensure quality and timeline are not jeopardized.
- Any remedial asset allocation and tagging of historical assets is considered out of scope.

## Learn more

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

- Any work not expressly stated in this datasheet is considered out of scope.

## Out of Scope

The following are out of scope items for this service divided by section.

### General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines
- Operating system administration including the operating system itself or any operating system features or components
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within the customer's control
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by the customer
- Installation or configuration of VMware products not included in the scope of this document
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components
- Installation and configuration of customer-signed certificates
- Customer solution training other than the defined knowledge transfer session

## Terms and conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services [General Terms and Conditions](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

This service must be delivered and accepted within the first 12 months of purchase, or the service will be forfeited. Pricing for this service excludes travel and other expenses. For detailed pricing, contact your local VMware representative.

## Appendix

### Service checklist

The following customer stakeholders are required to deliver this service:

- CloudHealth Program Manager