



# VMware Federal Residency Services

## At a glance

VMware Federal Residency Services provide seasoned VMware consultants, carefully matched to your requirements, that become embedded, integral members of your team for as long as you need them.

## Key benefits

- Accelerate VMware technology adoption
- Increase IT staff expertise with knowledge transfer from VMware experts
- Optimize the operation and management of your IT environment

## SKUs

### No security clearance

Consultant: CON-SME-CON-F  
 Sr. Consultant: CON-SME-SR-CON-F  
 Architect: CON-ARC-F  
 Project Manager: CON-SME-PM-F

### Security clearance

Consultant: CON-SME-CON-W-SEC-F  
 Sr. Consultant: CON-SME-SR-CON-W-SEC-F  
 Architect: CON-ARC-W-SEC-F  
 Project Manager: CON-SME-PM-W-SEC-F

## Service overview

Whether you need help for just a week or a few months, VMware Federal Residency Services provide a flexible way to add experienced VMware consultants to your team. They can help you accelerate project timelines, overcome challenges, empower your team via knowledge transfer, basically fill any gap where additional VMware knowledge and best practices would be useful.

## Service scope

VMware provides the Customer with access to our resident consultant(s) on a fixed price basis during the residency period. VMware resident consultants are directed and managed by the Customer (VMware project management not included). We match any of the Customer's needs from a pool of Consultants, Senior Consultants and Architects with or without security clearance either onsite or remote.

VMware consultants have a wide range of skillsets across the entire VMware portfolio of solutions and will be matched with the Customer's organization based on their unique objectives. These consultants can provide expert installation, configuration, usage, optimization, and administrative assistance. The Customer can leverage them for tasks such as:

- Making recommendations for service-level and technical improvements that can encompass environments
- Providing product-specific knowledge transfer to your engineering and operational teams
- Assisting with development and documentation of standard operating procedures for your environment
- Monitoring and tuning performance

VMware consultants are equipped with best practices that will help the Customer expedite project completion, improve operational reliability and efficiency, and build the self-sufficiency of your team.

## Out of scope

VMware does not guarantee completion of any task or deliverable within the residency period or achievement of any outcome. VMware Federal Residency

## Learn more

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

Services do not include any of the following:

- Installing and configuring 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
- Installing or configuring third-party software or other technical services that are not applicable to VMware components
- Performing any services after completion of the residency period that you have purchased.

## Estimated schedule

These services are available in increments of 20 days (4 weeks) that must be used consecutively (e.g., if the Customer purchases 3 increments for a resident consultant, the residency period for that consultant will be 60 days (12 weeks). Each order will specify the start date for the VMware Resident Consulting Services purchased. VMware will invoice upon completion of each 20-day increment unless VMware has agreed to a different invoicing schedule in the contract through which the Customer has acquired the consulting services.

VMware will operate according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

Pricing for this service excludes travel and other expenses. For detailed pricing, contact your local VMware representative.