



VMware Implementation Service for CloudHealth

At a glance

VMware Professional Services configures customers' CloudHealth environments based on their requirements and VMware Professional Services best practices. Areas include tagging designs, perspectives, reports, policies, roles, orgs, and cost allocation rules.

Key benefits

- Granular insights into your cloud performance and usage to run your cloud the same way you run your business
- Reports and dashboards to show you what you need to know, when you need to know it
- Governance to establish required guardrails for your cloud environment

SKU

PS-CH-PSC-C

Business challenge

The CloudHealth® cloud management platform is designed to provide you great levels of control and visibility of your cost, usage, security, governance, and performance throughout your cloud environment.

To get the most out of the CloudHealth platform for your company, it is imperative your CloudHealth environment is configured in line with how you see and run your organization. While customers have full control of the configuration of CloudHealth platform, some customers are looking for someone else to execute the initial setup for them to ensure visibility and governance is maximized right out of the gate.

Using our years of experience as leaders in cloud management, VMware Professional Services has written best practices on how to best run and visualize your cloud. Utilizing these best practices, we have created the VMware Implementation Service for CloudHealth, where we will consult and configure your CloudHealth environment customized for your specific needs.

Services overview

Our consultants will work with you to understand your organization and cloud environment. Our consultants design, plan, and configure the CloudHealth platform based on your requirements and our best practices.

At the conclusion of the engagement, your CloudHealth environment will have:

- Strategy and visibility to your cloud environment utilizing CloudHealth perspectives
- Governance to ensure continued adherence to these strategies
- Roles and organizations
- Reports, dashboards, and subscriptions to see your data aligned with your needs
- Best practice policies to mitigate and automate resource efficiency and cost optimization

Services delivery description and requirements

VMware Professional Services will work with the customer's stakeholders to define and configure the customer's CloudHealth environment aligned to the customer's requirements and VMware Professional Services best practices.

The consultant will work with the customer to consult and configure policies, automations, perspectives, reports, and roles in order to provide visibility and optimization of the customer's environment, ensuring the customer has well-categorized information about their assets, spend, and usage.

Service activities

VMware Professional Services will perform the following activities as part of this service:

- Kickoff workshop to establish stakeholders, cadence, expectations, and project plan
- Schedule bi-weekly check-ins with the customer to update status, outstanding items, blockers, and next steps
- Configure up to 50 users, 2 custom roles, and 5 organizations to limit user controls and visibility based on the line of business and area of responsibility
- Conduct workshop addressing business organization's infrastructure reporting and perspective needs
- Consult on go-forward tagging strategies based on visibility requirements for the customer to implement
- Write perspective design deliverable for up to four perspectives based on the customer's current infrastructure, inclusive of perspective rules, manual perspective group merges, and cost allocation rules
- Configure perspectives based on perspective design document
- Present perspectives configuration to the customer, and establish a strategy to mitigate remaining unallocated assets through prioritized unallocated asset list and cost allocation rules
- Configure cost allocation rules to associate untaggable assets to perspective groups
- Demonstrate final perspective configuration to the customer for feedback and revisions
- Review custom reporting requirements, plus VMware Professional Services best practice reporting, policies, dashboards, and subscriptions with the customer
- Document, design, and configure up to 30 unique reports, 3 dashboards, and 20 policies aligned with the customer requirements and VMware Professional Services best practices
- Provide the customer reporting and dashboard deliverable and policy design deliverable
- Demonstrate report, dashboard, and policy configuration to the customer for feedback and revision
- Conclude project with summary of 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.

Service deliverables

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

- Perspective Design Document
- Reporting and Dashboard Design Document
- Policy Design Document

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 8 weeks (2 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, discussions, etc.
- Definition and availability of key stakeholders from various areas of the customer's business that utilize CloudHealth data.
- Execution on updates to infrastructure such as tagging, and configuration of CloudHealth beyond those explicitly addressed above, such as metrics integrations, SSO, accounts, and budgets.
- Customer is responsible for maintaining strategies and perspectives after the engagement is complete.
- A dedicated project manager enabled 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.
- Customer will be available and respond in a timely manner for any deliverables and feedback.

Learn more

Visit vmware.com/services.

Terms and conditions

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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.

Assumptions

- Expected deliverables will be communicated to the 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.
- Any reports and policies required can be configured within the VMware Professional Services platform, and do not require additional development.
- 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 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 the customer-signed certificates
- Customer solution training other than the defined knowledge transfer session

Appendix

Service checklist

The following customer stakeholders are required to deliver this service:

- CloudHealth Program Manager