

# VMware Day 2 Operations for Anywhere Workspace Service

## At a glance

VMware Day 2 Operations for Anywhere Workspace Service provides a team of VMware consultants, carefully matched to your requirements, for a duration of four (4) weeks, to provide an in-depth operational best practice review and strategic optimization roadmap across people, process, and VMware technologies to accelerate the path to cost savings and toil reduction.

## Key benefits

- Actionable, measurable recommendations
- Prioritized path towards accelerated IT service reliability measures and objectives
- Measurable end user support improvement measures with expedited support and escalation paths

## SKU

PS-OPS-DAY2-EUC

## Service overview

VMware Day 2 Operations for Anywhere Workspace Service provides an easy way to add experienced VMware Consultants to a Customer’s team for a duration of four (4) weeks for a fixed fee. The consultants can help the Customer adopt VMware Anywhere Workspace solutions quickly, overcome challenges, use best practices, and ensure that the value of their investment is realized faster.

## Project scope

VMware will provide Customer with one (1) full time Consulting Architect and one (1) half time Staff Consulting Architect for a duration of four (4) contiguous working weeks, without pause.

For delivery of this service, VMware consultants will work with Customer’s primary sponsor and subsequent team(s) to create a targeted strategic outcome cascade with KPI tracking and target state recommendations as part of the core foundation framework for the solution elements listed in the table below.

The Customer can choose one (1) solution element listed in the table below per four (4) weeks of service. Each additional solution element represents additional four (4) weeks of time.

Solution Element(s)	Description
Modern Service Operations Management Best Practices Health Report	Review Customer’s overall service management processes, procedures, and grade against VMware best practices with expected OPEX reduction roadmap
IT Support and Escalation Optimization Navigator	Map current support and escalation paths, company trends, and challenges, and define implementation navigation roadmap to decrease response times and increase customer satisfaction
Change and Release Governance Modeling	Customer-tailored best practice driven service to increase service reliability for faster and more reliable change and release activities and reduce unplanned outages

## Learn more

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

## Deliverables

The deliverable artifacts will be jointly decided with the Customer during sprint planning based on Customer prioritization.

In and out of scope items will be subject to the agreed planning construct and subject to available sprint time and to the availability of the Customer's assigned resources.

Backlog and delivery artifacts may change throughout the engagement as appropriate and will be considered complete as mutually agreed upon based off the individual sprints being planned.

## Out of scope

VMware does not guarantee completion of material due to issues outside the control of VMware services personnel.

VMware's Day 2 Operations for Anywhere Workspace Service does 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.
- Any topics not listed in the table of available solution elements.

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.