

VMware Operations Transformation Services

AT A GLANCE

VMware Operations Transformation Services will provide you with:

- An understanding of how to apply aspects of the VMware operating model to your specific environment
- A detailed understanding of how you are organized and/or operating against VMware recommended practices
- Prioritized and actionable recommendations for improving operations, and an implementation roadmap
- Optimization of organizational structure, role skillsets, operational processes, and application of VMware management technology

No matter where you are in your journey, VMware consultants provide the expertise to help you unleash the full potential of VMware products and technology in your environment.

Gain the greatest value from your VMware technology solution with process and organizational insight and guidance.

The software-defined data center (SDDC) redefines IT infrastructure and enables you to combine technology and a new way of operating to become more service-oriented and more focused on business value. The new IT is about agility, efficiency, and business value. It's about delivering services to the business to ensure that it can successfully execute on critical initiatives. The new IT requires a new approach to implementing processes, technologies, skill sets, and even IT organizational structures. Equally important, the organizational culture must be re-energized, revitalized, and allowed to permeate across the entire enterprise.

VMware Operations Transformation Services provide the insight, expertise, solutions, and expert guidance in the areas of people, process, and technology to help transform your operational processes as well as organizational structures and skillsets to realize the greatest value from your VMware technology investments, while giving your IT team hands-on experience to build self-sufficiency.

How We Work with Our Customers

Experienced VMware consultants work with you to evaluate your current operations environment (people, process, and supporting management tools) to the level of detail needed to subsequently design, transform, and validate your operational processes as well as organizational structures and skillsets in a best practice-based VMware environment.

With VMware Operations Transform Services you will:

- Gain greater business agility to change as needed
- Run IT as a business, with mature SLAs
- Build an integrated, highly efficient and agile IT organization
- Better serve the needs of the business through well defined services
- Enable business to better understand the IT value proposition
- Provide transparency through accurate service costing charging for what the business is actually using
- Achieve faster time to market; faster time to value for the business
- Reduce time to complete IT projects, freeing up time for IT innovation

The IT department of the future will require an entirely new model of operation, shifting from a back-office provisioning and management organization to a solution-oriented, strategic technology leader of the business.

Stratecast | Frost & Sullivan
Journey to IT as a Service Powered by Software-Defined Data Centers: An Executive Summary

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services help you uncover and exploit the unique opportunities made possible by VMware technology and solutions.

Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for your VMware solution to deliver results that are positive, tangible and material to IT and your business.

SERVICE OFFERING	OUTCOMES
Operations Transformation Workshops	Designed to preview the underlying best practices behind VMware's transformation approach, these workshops provide you with the opportunity to understand the future state operating model, roles and responsibilities, and organizational charts. Also included are deep-dive sessions into a particular process area, such as capacity management.
Operations Transformation Readiness Assessment	Assessments are focused on assessing your current state, performing a gap analysis against VMware recommended practices as applied to a VMware-based environment, and providing prioritized, actionable recommendations for closing the gaps as well as an implementation roadmap. Assessments can focus on the organization and people aspects, the process aspect, or a combination of both as they apply to operating your VMware-based environment. You will gain a set of agreed, actionable recommendations and implementation roadmap that you can apply to optimize operating your VMware-based environment.
Operations Transformation	Targeted service offerings are focused on critical aspects of today's IT Operations. These services can assist with optimizing operations and organization design in the areas of Performance and Capacity; Compliance; Cloud Automation; and Service Costing.

Experienced, Knowledgeable People

The depth of our IT consulting team is unparalleled, with most spending decades in the data center cultivating deep expertise in core technologies, industry and market insights, extensive experience from thousands of customer engagements, and unrivaled access to VMware product and engineering teams.

With an unmatched track record of success, our pragmatic experts know that the job isn't finished until your team has the knowledge, skills, and confidence to take over. Your teams will develop self-sufficiency through hands-on experience working alongside experts to exploit and optimize VMware products and technology to achieve your vision.

For more information about VMware Professional Services and how we can help you, contact your local VMware representative or visit www.vmware.com/consulting

