

VMWARE MASTER SERVICES COMPETENCY PARTNER PROGRAM

Launched May 22, 2018

BACKGROUND

VMware is taking action to ensure a broader set of VMware partners have established and validated service practices and expertise with the launch of Master Services Competencies.

These new enablement designations are built on a model that:

- Includes validation of the partners' services capability by requiring customer references
- Provides market visibility with badging and PR opportunities
- Is familiar to partners and leveraged by other vendors like Cisco, Microsoft, Symantec, Dell and others
- Scales for solution areas current and future VMware solution offerings

Master Services Competencies allow VMware to:

- Identify, validate, and provide our most services capable partners to customers
- Drive customer success through services led by highly competent partners
- Invest in our most critical partners to help support our customers

Q. What are Master Services Competencies?

A. The Master Services Competencies are VMware Partner enablement designations designed to identify the very best support for customers. A VMware Partner must demonstrate services delivery experience by providing three customer references for recently completed projects.

Q. What are the Master Services Competency areas?

A. **Cloud Management and Automation** – designates expertise in delivery of VMware Cloud Management and Automation solutions and services. Achieving this competency validates deep understanding and execution of cloud management design principles and methodologies.

Data Center Virtualization – designates expertise in delivery of VMware vSphere® environments and digital infrastructure services. Achieving this competency validates deep understanding and execution of Data Center Virtualization design principles and methodologies.

Desktop and Mobility – designates expertise designing, installing, and maintaining VMware Workspace ONE and Horizon solutions. Achieving this competency validates deep understanding and execution of desktop and mobility design principles and methodologies to deliver a scalable and reliable digital workspace.

Network Virtualization – designates expertise in delivery of VMware NSX environments and services. Achieving this competency validates deployment and optimization of NSX environment capabilities.

Q. When did Master Services Competencies launch?

A. The Master Services Competencies are one of two VMware Partner Competency offerings, which also includes our well-known Solution Competencies. The new Master Services Competencies launched May 22, 2018.

Q. What are the requirements for achieving a Master Services Competency?

A Master Services Competency is not officially achieved until training requirements are met and references are submitted. Partners must:

- Achieve a specified number and type of **VMware Certifications** – VCPs and VCAPs: five (5) certified individuals, with at least two certified at the Advanced Professional level (see below).
- Submit three (3) **Customer References** per technology area to verify partner capabilities

REQUIREMENTS			
Cloud Management & Automation (CMA)	Data Center Virtualization (DCV)	Network Virtualization (NV)	Desktop & Mobility (DTM)
3 VCP-CMA	3 VCP-DCV	3 VCP-NV	3 VCP-DTM
2 VCAP-CMA	2 VCAP-DCV	2 VCAP-NV	2 VCAP-DTM
3 Customer References Required			



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ABOUT OTHER VMWARE PARTNER COMPETENCIES

Q. How do Master Services Competencies differ from Solution Competencies?

- A. VMware offers Partner Competencies in two areas: Solution Competencies and Master Services Competencies. Solution Competencies are a first step in partner achievement of sales and pre- and post-sales technical expertise in VMware virtualization and cloud computing solutions. They include sales training as well as both pre- and post-sales technical trainings.

VMware Master Services Competencies require achieving advanced technical certifications and proof of high-level service capability and expertise as validated by the partner's customers.

Unlike Solution Competencies, a partner organization must demonstrate services delivery experience by providing three customer references for recently completed projects in order to achieve a Master Services Competency (in addition to meeting the training requirements.)

