Professional Services for Digital Workspace Launch

Empower your teams to deliver business focused EUC solutions

AT A GLANCE

An end-user computing (EUC) service management and operations solution that accelerates adoption and successful outcomes for your users and customers.

KEY BENEFITS

- Aligns your business needs with EUC devices and technologies
- Increases your CSAT scores
- Accelerates delivery of consumable EUC services
- Enables your teams to sustain, support and operate their EUC services
- Confidently operationalize Digital Workspace services covering Mobility, Win10, VDI, Application, Identity, and more

Business challenge

In today's increasing complexity of environments, devices, and locations, bridging the chasm between technologies and users' requirements has grown. Technology, by itself, is not a solution. You have to understand how that technology dynamically needs to be used by your users. You need to be able to manage the lifecycle of these services and proactively manage them.

To be proactive in managing these services, you need to be able to monitor the services to see how well they are performing and being used. You need to understand the patterns of behavior and performance over time to determine the trends for which you need to respond.

You need processes in place to manage the technology to ensure that the services, applications, devices – whether they are on-prem, off-prem, company or user owned – are supported. You need to ensure that your teams are equipped with the procedures, policies, tools, and standards that enable secure and up-to-date, business-relevant services.

Services overview

Using our experience and best practices, VMware Professional Services can enable your teams to define, sustain, support, and operate your end-user services. We address the full EUC service lifecycle from service management to service operations to operations guidance.

Service Management   **Service Operations**   **Operations Guidance**

FIGURE 1: Digital Workspace Launch service components

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For service management, we help you establish:

- Service definitions supporting desktops, BYOD, corporate mobility, and remote workers
- Application onboarding policies and lifecycle management
- Capacity planning
- Performance management
- Team structure including skills and roles

To sustain and support your end-user services, we help you implement the following service operations:

- Service support including service desk/helpdesk
- Pro-active service monitoring using KPIs, measurements and trends
- Capacity management; event, incident, and problem management; metrics and dashboard collection
- Continuity and availability procedures for on-premises implementations

We provide advanced operations guidance that expands upon your Day 2 operations. This includes:

- Prescriptive documentation and procedures for managing the infrastructure
- Process and procedures for specific VMware Workspace ONE® UEM or VMware Horizon® products
- Add/move/change procedures
- Multi-site/multi-cloud configuration and process considerations
- Integration of ITSM solutions such as ServiceNow®
- Diagnostic logging
- Advanced troubleshooting
- Disaster recovery processes for on-prem implementations

Benefits

From the onset, you will be able to operate your EUC solutions using prescriptive best practices though hands-on help from Day 1 with VMware experts.

Catalogs with self-service options will be available to your customers improving the user experience, achieving new business capabilities, realizing the value of your investments, and increasing adoption of the technology.

Your teams will be organized and enabled able to define and roll out dynamic services increasing CSAT while reducing costs and risk.

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