Professional Services for Infrastructure as a Service Launch

Empower your teams with software defined infrastructure services

AT A GLANCE

An Infrastructure as a Service (IaaS) solution including service management and operations that accelerates adoption and successful outcomes for your users and customers.

KEY BENEFITS

- A service lifecycle management methodology for delivering cloud-based services
- Defined IaaS services which are aligned to the business needs
- An accelerated capability to support cloud operations
- Defined and actional KPIs and metrics
- Defined processes needed to sustain high quality services
- Defined teams, roles and responsibilities

Business challenge

Today, developers need rapidly provisioned IT resources to parallel their agile development methods and tools. IT needs to bridge the gap between developers' requests and the time it takes to define and provision them. 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 IaaS service lifecycle from service management to service operations to operations guidance.

Service Management

Service Operations

Operations Guidance

FIGURE 1: IaaS Launch service components

vmware®

For service management, we help you establish:

- Service definitions and blueprints for Windows and Linux servers
- Business aligned service 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 specific to VMware vRealize® Automation™, VMware vRealize Operations™, and VMware Cloud Foundation™
- Add/move/change procedures
- Multi-site/multi-cloud configuration and process considerations
- Integration of ITSM solutions such as ServiceNow®
- Diagnostic logging
- Advanced troubleshooting

Benefits

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

Catalogs with blueprinted, tested self-service options will be available to your customers rapidly improving provisioning and reducing risk.

Service lifecycle and operational processes will optimize your utilization, recovery, and elasticity of resources.

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