



VMware Commercial Residency

At a glance

The VMware Commercial Residency service provides seasoned VMware consultants, carefully matched to your requirements, that become embedded, integral members of your team for as long as you need them.

Key benefits

- Accelerate VMware technology adoption
- Increase IT staff expertise with knowledge transfer from VMware experts
- Optimize the operation and management of your IT environment

SKU

CON-1-WK-C

Service overview

Whether you need help for just a few weeks or many months, the VMware Commercial Residency service provides a flexible way to add experienced VMware consultants to your team. They can help you accelerate project timelines, overcome challenges, empower your team via knowledge transfer, basically fill any gap where additional VMware knowledge and best practices would be useful.

Service scope

VMware provides the Customer with access to our resident consultant(s) on a fixed price basis during the residency period. VMware resident consultants are directed by agreed upon priority backlogs. We match any of the Customer's needs from a pool of Consultants, Senior Consultants and Architects.

VMware consultants have a wide range of skillsets across the entire VMware portfolio of solutions and will be matched with the Customer's organization based on their unique objectives. These consultants can provide expert support and best practice recommendations, strategic guidance, product installation, configuration, usage, optimization, and administrative assistance.

The Customer can leverage commercial residents for tasks such as:

- Defining strategic objectives, goals and measures required to successfully activate, launch, and consume VMware products and services
- Providing strategic guidance and direction to ensure optimized use of VMware technologies and realization of business value pertinent to customer needs and requirements
- Providing product-specific knowledge transfer to your engineering and operational teams
- Providing Day-2 Operations guidance, process reviews, and customer-specific priority recommendations as they relate to the integration of VMware products supporting the organization
- Service and Infrastructure Monitoring and tuning performance

VMware consultants are equipped with best practices that will help the Customer expedite project completion, improve operational reliability and efficiency, and build the self-sufficiency of your team.

Learn more

Visit vmware.com/services.

Out of scope

VMware does not guarantee completion of any task or deliverable within the residency period or achievement of any outcome.

This 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.

Estimated schedule

This service is available in increments of five (5) days (1 week) with a minimum purchase of four (4) weeks that must be used consecutively (e.g., if the Customer purchases 12 increments for a resident consultant, the residency period for that consultant will be 60 days (12 weeks). Each order will specify the start date for the residency service purchased. VMware will invoice upon completion of each 20-day increment unless VMware has agreed to a different invoicing schedule in the contract through which the Customer has acquired the consulting services.

VMware will operate according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

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.