

Extended Expert Services

For VMware Cloud Foundation

At a glance

Extended Expert Services for VMware Cloud Foundation augment a customer's operations team activities. The Extended Expert Service provides one Senior Consultant with deep technical expertise. The Extended Expert Team Service extends and provides one Senior Consultant who is assisted by a Project Manager and a Consulting Architect.

Key benefits

- Reduce risks and complexity when adopting VMware technologies to give the customer's team time to upskill
- Predictable costs with a flexible staffing model
- Delivered on-premises or remotely

Whether you need help for just a few weeks or months, the Extended Expert Services for VMware Cloud Foundation™ provide a flexible way to add experienced VMware consultants to your team. Through these services, you will receive expert guidance and task prioritization, facilitating the acceleration of project timelines. Our consultants can help address challenges, empower your team through knowledge transfer, and bridge any gaps where additional VMware expertise and best practices would be valuable.

Service overview

The Extended Expert Services are designed to help with VMware Cloud Foundation day 2 services. You can benefit from them if you have recently completed a design and deploy or reference architecture service and need to scale up or down quickly. The flexible staffing model quickly provides skilled expertise with predictable costs.

The Extended Expert Services consist of identifying, resourcing, and appointing a single consultant or a designated team of resources with subject matter expertise. Their role is to assist your team in optimizing, upgrading, and maintaining your VMware Cloud Foundation solution. There are two offerings: Extended Expert Service (Senior Consultant) and Extended Expert Team Service (Senior Consultant + Project Manager + Consulting Architect).

Extended Expert Service

Through the Extended Expert Service for VMware Cloud Foundation, you gain access to a senior consultant for your chosen duration who brings deep technical expertise. Our consultants enhance and support your operations team, implementing use cases and tasks tailored to your organization's needs and unique objectives. They offer expert support, best practice recommendations, strategic guidance, and assistance with product installation, configuration, usage, optimization, and administration, effectively bridging any potential staffing gaps.

Learn more

Visit vmware.com/services

Extended Expert Team Service

The Extended Expert Team Service for VMware Cloud Foundation expands the benefits of the Extended Expert Service, offering a dedicated team of resources for a minimum duration of 13 weeks. The senior consultant will be assisted by a project manager, crucial in facilitating the engagement kick-off, managing resources effectively, and delivering detailed budget and progress reports. In addition, a consulting architect will provide leadership direction, accelerating value by recommending optimizations, prioritizing use cases, and overseeing the scope of engagement activities. Finally, consultants are readily available to support and advise the senior consultant in ad-hoc technology areas and integration expertise.

Day 2 Operations activities performed may include:

- Assistance with software-defined data center operations: The Extended Expert Services assist in performance monitoring and tuning of VMware Cloud Foundation software, including support for:
 - Management of virtual infrastructure high availability
 - Storage replication among multiple locations
 - Dynamic commissioning and decommissioning of infrastructure resources
 - Automated failure detection, failover, and recovery of services
- Support for VMware Cloud Foundation installation, upgrades, and troubleshooting
- Assistance with deployment support
- Goal setting: Collaborating with you to develop and assist with a prioritized list of work activities supporting your key outcomes.

Benefits

The Extended Expert Services for VMware Cloud Foundation provide specialized technical operations to assist your organization in realizing the full value of adopting VMware Cloud Foundation.

Flexible staffing enables you to augment a small team or a team with high turnover, minimizing disruptions to existing operations, providing deep technical knowledge and know-how to quickly accomplish the tasks and to scale up or down as needed.