



# Professional Services: Residency as a Service (RaaS)

## Optimize operations with outcome-focused

### At a glance

Customers choose from one of 12 service areas for focused help for the duration of their commitment. Residency as a Service (RaaS) provides one person with the support of an architect, a consultant, and a project administrator.

### Key benefits

- Short, quarterly commitment delivered in time slices
- Predictable costs without timesheets
- This service is available on any platform, on-premises, or as SaaS

There are times when customers need short-term help with specific operations and technology areas, and Residency as a Service (RaaS) helps to meet that need.

RaaS can help customers who:

- Recently completed a design and deploy or reference architecture service
- Need help for a small IT team or due to high staff turnover
- Need a flexible staffing model to scale up or down as needed
- Have technology that has not been fully adopted
- Want predictable costs for additional help

Backlog items are built on prescriptive use cases and Day 2 operations, supporting the realization of the full value of VMware technology in your environment.

### Service overview

RaaS allows customers the flexibility to choose from one of 12 service areas with a minimum time commitment of 13 weeks. Customers may choose time slices between 1 and 5 days per week. The 12 service areas are:

- Multi-Cloud Management
- Cloud Automation
- Intelligent Operations
- Network Virtualization
- Infrastructure
- Application Virtualization and Anywhere Workspace

- Modern Device Management
- Security
- Transformation Consulting
- Application Migration
- Enterprise Architecture\*
- Project Management Operations\*

\*Coming Soon

## Benefits

- Customers can choose a service from any of 12 service areas for a period of 13 weeks per area
- Dedicated person with support from an architect, a consultant, and a project administrator
- Billed monthly in equal increments for predictable costs without the need for a timesheet
- Delivered outcomes as agreed upon between VMware and the customer



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