

Professional Services Residency as a Service

Targeted, fixed-term help to accelerate technology value realization

At a glance

Customers choose from one of several service areas to augment the operations team activities.

Residency as a Service provides one Senior Consultant with deep technical expertise who is assisted by a Project Manager and a Consulting Architect for most specialty areas. Depending on customer requirements, assistance may be provided by an additional Consultant on a limited basis.

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

This service is designed to provide help with specific operations and technology areas. You can benefit from it 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.

Service overview

Residency as a Service provides you with the flexibility to choose from one of several service areas with a minimum time commitment of 13 weeks. You can choose time increments between two and five days per week. Service areas and sample use cases are as follows:

Service area and availability	Sample use cases
Cloud Infrastructure and Edge (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with software-defined data center operations for VMware infrastructure with VMware Cloud Foundation™, VMware Cloud on AWS, Azure Cloud, Google Cloud, or Oracle Cloud • Assist with cloud automation and operations • Assist with software installation, upgrades, and troubleshooting • Assist with day-2 operations
Cloud Automation (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with virtual machines operations • Assist with post-deployment configuration and management • Assist with software installation, upgrades, and troubleshooting • Assist with day-2 operations
Intelligent Operations (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with monitoring and reporting for virtual infrastructure • Assist with monitoring and reporting for highly secured environments • Assist with visual representations of key performance indicators

Application Migration (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with an application migration plan • Assist with executing migration waves • Assist with migration-related installation, upgrades, and troubleshooting
Network Virtualization (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with virtualization of network switching and routing • Assist with automating malware detection in virtualized network traffic • Assist with network-related installation, upgrades, and troubleshooting
Application and Desktop Virtualization (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with virtual desktops operations tasks • Assist with application packaging and delivery • Assist with external access and multi-factor authentication
Modern Device Management (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with Enterprise Mobility Management operations • Assist with Identity and conditional access management • Assist with digital employee experience management
Security (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with technical security assessment • Assist with security hardening • Assist with multi-cloud security operations and governance

The Senior Consultant assigned to this engagement will have deep technical expertise in their area of specialty. They will be assisted by a Project Manager to facilitate engagement kick-off and resource management and to provide budget and progress reporting. Limited assistance from an additional Consultant from a different specialty is available and can be provided if needed.

Service area and availability	Sample use cases
Transformation Consulting (AMER, EMEA)	<ul style="list-style-type: none"> • Assist with operating model modernization • Assist with lifecycle management site reliability • Assist with Day 2 operations process changes and release
VMware Architecture (AMER)	<ul style="list-style-type: none"> • Assist with design of an integrated ecosystem • Assist with governing large scale integrated deployments • Assist with large deployments and multi-year strategies
Project Management (AMER)	<ul style="list-style-type: none"> • Assist with waterfall and agile project management • Assist with Scrum Master function

The Transformation Consulting and VMware Architecture specialty areas are assigned a Consulting Architect and a Project Manager. The Project Management specialty area is assigned a Senior Project Manager. Limited

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assistance from an additional Consultant from a different specialty is available and can be provided if needed.

Benefits

Residency as a Service provides targeted, technical operations help to realize the full value when adopting VMware technologies.

Flexible staffing enables Customer 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.

Billed monthly, in fixed equal increments, provides predictable costs and high flexibility.