



Professional Services Overview

Realize outcomes everywhere

At a glance

Architect, deploy, integrate, and operationalize solutions across the VMware portfolio.

Key benefits

- Reduce risk and complexity when implementing new technologies
- Minimize disruption to existing operations
- Experience predictable outcomes from our best practices, proven methodologies, and deep knowledge of VMware technology

Technology transformation offers nearly endless opportunities to improve business. You can use it to:

- Change the way employees work
- Enter new markets
- Deliver new customer experiences
- Improve supply chains
- Predict customer demand

But it's not just able to transform **your** business, it's helping your competitors too. It's important to be agile and move as quickly as possible. So how do you overcome obstacles and maximize the value of your investments? Leverage experts who know your industry and know the technology. They can help you achieve the outcomes you need faster than you can do it alone.

Service overview

The experts of VMware Professional Services can help you architect, deploy, integrate, and operationalize solutions across the VMware portfolio including cloud, anywhere workspace, telco, and networking and security. We use the proprietary VMware Multi-Cloud Adoption Framework which provides a prescriptive set of guidance and methodologies for defining and implementing long-term solutions. Whether your journey is strategic, such as app and cloud modernization or transforming to an anywhere workspace, or tactical such as workload migration or enabling cloud VDI, VMware Professional Services can implement your solution and help you measure success.

Outcome-focused strategy and roadmap services

The starting point for any strategic IT initiative is to identify your required business and IT outcomes. We work with you to understand your desired outcomes and assess your current state capabilities, competencies, and culture. We define the target state and perform a gap analysis. We identify the activities and timelines needed to achieve the target state and translate them into a visual roadmap. This will allow you to communicate your strategy quickly and easily to stakeholders and business leaders.

Services for Cloud Infrastructure and Management

Our comprehensive services for multi-cloud include designing, deploying, activating, integrating, and configuring your multi-cloud environment. This includes networking, mobility, and security to protect the network, workloads, and data. We define and automate IT processes and workflows, implement cloud cost management, and create policies, dashboards, and alerts for performance and capacity management. We help you operate and manage a multi-cloud environment by providing best practices and standard operating procedures for the cloud environment. We will define new IT and cloud roles and skills for your teams.

Our migration services include analyzing infrastructure and understanding dependencies between applications. Our iterative approach minimizes disruption to existing resources and operations and reduces risk.

We can also create and implement a cloud-based disaster recovery strategy so you can recover quickly from unplanned disruptions like natural disasters, hardware failure, human error, or cyberattacks.

Services for Anywhere Workspace

Our services for Anywhere Workspace will help you move from an environment with fragmented security, operational complexity, and subpar employee experiences to a state where employees have secure, frictionless access to the applications and data they need on any device. We start by defining solution requirements, workforce personas, and use cases and create an adoption roadmap. We use an Activate, Expand, and Transform approach that focuses on helping you realize value quickly and iteratively.

In the Activate phase, we build the environment using standardized architectures and quickly onboard the first persona group. In the Expand phase we iteratively add applications, devices, capabilities, and additional persona groups. The Expand phase repeats until all desired product features have been implemented and all personas and devices have been onboarded. The Transform phase helps you to optimize operations around people and processes by leveraging analytics, enhanced monitoring, and advanced product features.

As workspace infrastructure and employee experiences are modernized, employees become more productive within a secure anywhere workspace. The IT team benefits from greater operational efficiencies.

Services for Networking and Security

Our networking and security services will help you create a secure network with the agility, flexibility, and operational efficiency offered by cloud. We use industry best practices to create a software-centric approach for implementing networking and security functions across a distributed architecture, including SD-WANs to help you identify, detect, prevent, and respond to risks.

We can assess your current environment; identify gaps in hardware readiness; create a roadmap for complete and secure virtualization; and prioritize

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remediation activities. We can design and deploy a customized infrastructure including creating network configurations, migrating legacy equipment, and performing upgrades. We can also define and automate network configuration changes. We design virtual load balancers to distribute traffic among multiple servers and clouds. We build provisioning processes and integrate network services into self-service portals through APIs. We create dashboards and implement metrics for event performance and capacity management, develop workflows and operating procedures, analyze network data, and define new virtual networking roles and skills.

Services for Telco

Our services help Telcos transform to a modern, software-based network that offers agility, automation, and operational efficiency so that you can quickly bring services to market and create new revenue streams. Using our Telco Modernization Framework, we help transform your network through an iterative process that is done in phases with new services rolled out as systems are modernized, automated, and operationalized.

Our modernization services to plan and build your cloud-based network include requirements analysis, assistance with site planning, a gap analysis, an integration plan, and a roadmap. It will include day-to-day operations of your new network. Implementing service assurance can provide you with fault management, performance management, service management, root cause analysis, and service impact analysis across your heterogeneous networks.

We implement automation so you can set policies and dynamically adjust services and monetize characteristics. Policy-based, end-to-end automated service delivery and orchestration will help you dynamically provision workloads and manage the entire system end-to-end. CI/CD can automate certification, validation, performance, interoperability testing, and rollout.

We help you operationalize including integrating systems into OSS/BSS, NOC, and operations frameworks. We can provide infrastructure health checks, VNF troubleshooting, capacity planning, and Site Reliability Engineering services.

Benefits

VMware Professional Services has the experience, best practices, proven methodologies, and deep knowledge of VMware technology that can help you reduce risk and complexity, minimize disruption, and experience predictable outcomes. From developing your strategy and roadmap, to architecting, deploying, and integrating your environment, to implementing operations and management, we can help you realize outcomes faster.