



# VMware Site Reliability Engineering Services for Cloud Infrastructure

## Improve platform reliability and availability

### At a glance

Leverage VMware experts to help create ultra-scalable and highly reliable VMware Cloud environments.

### Key benefits

- Improve infrastructure and service reliability and availability
- Increase operational efficiency
- Minimize toil
- Remove configuration drift
- Establish visibility into infrastructure performance and service health
- Address security vulnerabilities

IT environments are growing ever more complex, and typically lack the automation needed to effectively operate and manage them at scale. This combination of high complexity and low automation drives high toil, efficiency issues, configuration drift, security vulnerabilities, and reliability risks. Site reliability engineering (SRE) can help improve the reliability and availability of cloud infrastructure by keeping systems up to date with patching and upgrades; automating IT operations; and monitoring, managing, troubleshooting, and improving operations and processes.

### Services overview

VMware Professional Services provides an agile approach to SRE where a team of our experts performs a backlog of tasks in sprints, creating new and leveraging existing VMware-developed assets that are tailored to your individual needs. The areas we focus on are automation and task correlation, lifecycle management, enterprise observability, and SRE operating model.

For automation and task correlation we can perform activities such as networking integrations, load balancer/firewall integrations, multi-cloud integrations, and third-party integrations. We can also extend your automation platform, as well as scale the cloud infrastructure.

For lifecycle management, we can perform product upgrades and patching, implement CI/CD pipelines, and automate the product lifecycle.

For enterprise observability we can create custom dashboards, and implement and execute monitoring and telemetry. We can also help with security audits and server hardening.

Relative to SRE operating model, we can define and standardize services and automate service operations. We can assess operational readiness, and create and manage SLI/SLO/SLA metrics and error budgets.

We go through an initial SRE onboarding process to integrate with and engage your IT team.

Learn more

Visit [vmware.com/services](https://vmware.com/services).

VMware Site Reliability Engineering Services for Cloud Infrastructure			
Feature	Standard edition	Advanced edition	Enterprise edition
Duration	12 months	12 months	3 months minimum
Number of sprints per month	2	2	Tailored
Sprint length	2 weeks	2 weeks	2 weeks
Delivery methodology	Prescriptive agile	Prescriptive agile	Tailored agile
Delivery resources	Global resources	Global and local resources	Global and local resources
Sprint backlog items	Picklist	Picklist	Tailored
Upgrades and patches*	●	●	●
Infrastructure and technical controls	●	●	●
Security controls	●	●	●
Service operations controls		●	●
Cloud service management		●	●
Organization and process optimization			●
Service business controls			●

\*Note: These services do not address hardware and firmware upgrades and patches.

Supported platforms include VMware Cloud Foundation™, VMware Cloud Foundation on VxRail, and Oracle Cloud VMware® Solution (Enterprise only).

### Benefits

VMware Professional Services can help improve the reliability and availability of your VMware Cloud Foundation environment. Our broad expertise and deep knowledge of VMware technology can help minimize risk. With our agile approach you can adopt new features and capabilities earlier, change project direction quickly, and support changing requirements and priorities.