VMware Cloud Automation
Technology Consulting Services
VMware Professional Services Unlocks IT Agility through Cloud Automation

VMware Consultants are uniquely positioned to help you unleash the full potential of VMware products and technology in your environment.

IT-as-a-Service enables companies to enter new markets, get closer to customers, and make increasingly mobile employees more productive. After your private cloud is established, effective management of infrastructure performance, compliance, and efficiency are one part of the equation. The ability to quickly roll out new applications and services to the right users at the right time is another; but these processes are often manual, time-consuming, expensive, and difficult to control. VMware addresses these challenges with the Cloud Automation solution, helping drive business agility and lower IT costs with greater insight, control, and compliance.

VMware understands that building and implementing your virtualized infrastructure is only the first step – the real value is unleashed through efficient management and operations that keep pace with your evolving IT platforms. Our seasoned consultants’ expertise, insight, and ability to customize best practices to your requirements will help reduce risk and downtime, accelerate the delivery of infrastructure and application services, prepare your team to effectively manage the environment, and ensure first-time success.

At-a-Glance

VMware skilled consultants are available to help you:

• Accelerate business breakthroughs
• Speed time-to-project completion
• Improve operational reliability and efficiency
• Ensure your self-sufficiency
• Reduce costs

“...one that menaces cloud deployments the most—is the lack of IT professionals who are familiar with cloud offerings and know how to implement them.”

CIO Magazine

VMware Professional Services

Unlocks IT Agility through Cloud Automation

Assess

Design

Deploy

Optimize

Ensure readiness for solution and discover current state

Establish solution design and infrastructure integration plan

Implement, integrate and configure solution design

Provides knowledge transfer on continuing operations and assess against cloud operations best practices
Accelerate Results and Develop Staff Capability with Expert Collaboration

VMware products and technologies offer many ways to radically simplify IT, optimizing management with a unified view of infrastructure and applications for rapid problem resolution and proactive resource utilization. Through our Technology Consulting Services, we help you quickly realize business value from your investments in VMware and other IT solutions.

We can help you uncover and exploit the unique opportunities made possible by our VMware Cloud Automation solution. We evaluate the technical and business requirements of IT, while also addressing the people and process implications of IT as a service. Our experience, unparalleled virtualization and cloud computing expertise, and emphasis on knowledge transfer will convert your IT possibilities into value that is positive, tangible, and material to IT and the business.

From strategy assessments to design and deploy services, our consultants and architects work as an extension of your team to:

- Assess your organization’s goals and capabilities to design, build, and establish cloud automation and the lifecycle management of resources
- Provide an in-depth understanding of how VMware technologies can drive business benefits and scale to meet business demands
- Design new or enhanced virtualized environments—including the rapid deployment of a pilot or fully integrated production environment
- Deploy, test, and integrate architectural designs and plans
- Evaluate a variety of operational elements, compare current performance with desired state capabilities, and make recommendations on how to use technology as it impacts people and processes
- Develop your team’s operational expertise and teach them how to improve operational efficiency and reliability through ongoing knowledge transfer and hands-on involvement

“ They are fast and smart. They complement and strengthen the skills of my team.”

IT Manager
Virtualization and Infrastructure

How We Work with Our Customers

- We collaborate and listen
- We set strategic objectives and execute with measurable outcomes
- We ask innovative questions and provide actionable answers
- We imagine new possibilities and deliver unrivaled insight
- We embrace challenges and tackle complexity with rigor
- We transfer knowledge, skills and confidence—enabling you to efficiently run and operate your VMware environments
Putting Our Experience to Work

VMware Consultants deliver thousands of successful customer engagements each year. Read on to see how we might be able to help you.

A large global chemical company with an active merger and acquisition strategy needed to increase its level of IT standardization and improve provisioning processes to keep up with its fast-growing business. They had a two-month wait time for users to receive computing resources and the company was unable to adequately respond to new business opportunities, impacting the bottom line.

Before the company invested in a solution to automate the provisioning process, they engaged VMware Professional Services to ensure the solution would work in their complex environment and that the end result would be worth the considerable time and effort they perceived automation would require. Our consultants demonstrated that the solution could improve the company’s internal processes and workflows, including the interfaces required between numerous teams. Once the company saw that the standardized and automated system could meet their needs, Professional Services designed the infrastructure and implemented the solution, easing the integration and helping the company navigate the organization and process shifts required for success.

VMware Technology Consulting Services helped the company deliver tangible business results, including:

• Optimized the provisioning process, including the design and implementation of an internal self-service portal which eliminated the manual email ticket system
• Reduced provisioning time from two months down to one business day
• Increased agility by not only standardizing the provisioning process, but also addressing the computing resources lifecycle—allowing the IT team to redirect resources to revenue generating projects, supporting the needs from the growing business

Based on the success of the implementation, the company is now working with VMware Professional Services to expand their IT team’s capabilities and ability to deliver enhanced business performance using additional VMware technologies.

“It is not often that I come across a project or technology that exceeds the advertised benefits, but this one did. VMware worked within our culture as a true part of our team to help us become more successful, giving us skills and understanding to reach our goals now and in the future.”

IT Director
Technology Expertise You Can Trust to Unleash Business Results

VMware Technology Consultants help you unlock the full value of our technology to drive business outcomes, ensure the quality and availability of your cloud environment, and better manage costs. By combining their vast solution expertise with an uncanny ability to work across multivendor IT domains and silos, our Technology Consultants work with you to establish or evolve a solid, software-defined data center architecture to deliver IT-as-a-Service. Together, we will build upon your existing virtualized foundation, moving from basic cost-savings benefits to real operational efficiency by maximizing the unique opportunities made possible by VMware solutions.

With unrivaled skills, bandwidth, and access to VMware’s vast network of experts, VMware Technology Consultants help you:

- **Accelerate business breakthroughs** by operationalizing technology innovations that scale to deliver material business impact
- **Improve time-to-project completion, operational reliability and efficiency, and user satisfaction** by leveraging insights from successful applications of VMware products and solutions
- **Simplify and operate more reliable, efficient, and effective cloud environments** by assessing your operational readiness, building for performance and high availability, and applying interoperability and enterprise management expertise
- **Ensure your self-sufficiency** by building your team’s technical skills, operational know-how, and confidence
- **Reduce costs** and maximize the return on your VMware investments by taking full advantage of the capabilities offered by our platform and services

VMware Professional Services

- **Accelerate Advisory Services** use benchmarking and financial modeling analysis and insight to help identify opportunities for transformation and create executable IT strategies and roadmaps that support customers’ business goals.
- **Technology Consulting Services** create, grow or enhance cloud environments and optimize VMware technologies to deliver positive, material outcomes while transferring hands-on knowledge that builds the self-sufficiency of customer teams.
- **Technical Account Manager Services** continually enrich customer strategies and tactics for driving change over time while advocating for customer needs inside VMware and helping improve customer support for VMware projects.
- **Education Services and Certification Programs** help build the skills, confidence and experience organizations need to manage their IT landscape.

Get Started Today

VMware software solutions open up a wealth of new options for IT. VMware Professional Services can help you understand and take advantage of those options—and strengthen IT’s role as a critical enabler of business success in a constantly changing world.

For more information about VMware Professional Services, and how we can help you, contact your local VMware representative or visit [www.vmware.com/services](http://www.vmware.com/services).
About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services help you uncover and exploit the unique opportunities made possible by VMware technology and solutions. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for your VMware solution to deliver results that are positive, tangible and material to IT and your business.