

VMware Professional Services Catalog

April 2013

AT A GLANCE

VMware Professional Services team provides end-to-end cloud computing and virtualization services, including:

- Services for new, early stage, established and more advanced environments
- Services that span the iterative IT lifecycle: assess, design, deploy and operate
- End user computing, business critical applications, application development, virtualized management and cloud infrastructure and operations services

ABOUT VMWARE PROFESSIONAL SERVICES

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

www.vmware.com/services

VMware Professional Services

VMware Professional Services help you realize business value from your IT transformation. We uncover and exploit the unique opportunities made possible by VMware products, technology and solutions. We evaluate not only the technical and business requirements of IT transformation, but also address the people, process, control and financial measurement implications of both implementation and operation. We work with you to not only put the right solution in place, but to also provide the knowledge and skills you need to get the most out of the VMware environment.

This catalog presents an overview of our portfolio of consulting services. Additional information can be found by clicking on a service name or contacting us directly.

VMware also offers a breadth of Education Services and Certification programs. Please visit our [Website](#) for detailed course curricula and certification tracks.

Note: Some of our services are provided for a fixed price, others include customized deliverables and are provided on a time-and-materials basis. Fixed-price services are identified by a SKU number. Contact us directly for more information.

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VMWARE ACCELERATE™ ADVISORY SERVICES	
Accelerate Advisory Services Overview	Accelerate Advisory Services provide enterprise IT strategy consulting to CIOs and their companies. These services can speed your IT and business transformation and deepen your understanding of how cloud computing can deliver business results.
Accelerate Benchmarking Services	Leverage VMware's unrivaled body of best practices, operational insights and performance data for IT environments to assess and measure your organization's performance relative to industry averages and peers in related industries. Services include peer benchmarks across a core set of attributes; current and future state assessments in core areas of technology, architecture and process; and a comprehensive definition of a custom KPI dashboard and peer analysis.
Accelerate Transformation Readiness Services	Reveal how and why changes to your organization, staffing, operations, processes and procedures impact successful IT transformation. Services include financial (value) modeling, organizational agility, operational readiness and infrastructure modeling, as well as on-site or on-call guidance from an Accelerate Advisory Strategic Consultant.
Accelerate IT Strategy Services	Develop a comprehensive, actionable strategy and roadmap for your enterprise IT transformation initiative based on an assessment of your organization and the impact of cloud capabilities. Services are offered in the following areas: IT-as-a-Service (ITaaS), Platform-as-a-Service (PaaS), Desktop-as-a-Service (DaaS), management solution maturity, cloud maturity, tier 1 migration and cloud security.

VMWARE CLOUD OPERATIONS SERVICES	
Cloud Operations Services Overview	Cloud Operations Services provide actionable insights, prioritized recommendations and expert guidance to help you <i>establish better processes and build a skilled IT team</i> to manage your cloud. These services improve the efficiency, agility and reliability of your cloud environment while increasing revenue, shortening time-to-market and reducing costs.
Cloud Operations Advisory Services	<p>Help you decide how to plan, operate, staff and manage your cloud effectively, efficiently and in alignment with your business goals to realize all the expected benefits of cloud computing. We provide insight, recommendations and financial guidance in five core cloud operations disciplines:</p> <ul style="list-style-type: none"> • Automated provisioning and deployment—enabling increased agility and on-demand IT models • Policy-based security, compliance and risk management—understanding and managing security in cloud computing • Proactive incident and problem management—improving traditional management approaches to enable IT to diagnose and address services issues before they escalate and threaten availability • IT financial management for cloud—taking advantage of more-detailed financial data to increase the value and relevance of IT's contributions to the business • On-demand services—evolving the IT organization and management processes to enable effective self-service models
Cloud Operations Transformation Services	Evaluate your current cloud operations environment (people, processes and supporting management tools) to the level of detail needed to subsequently design, transform and validate a best-practice-based cloud operations environment. Remediation areas can help you establish proactive: monitoring, incident and problem management; configuration and compliance management (policy-based regulatory, security, access and patching); and capacity management.

VMWARE CLOUD AND VIRTUALIZATION INFRASTRUCTURE SERVICES		
Overview	Cloud and Virtualization Infrastructure Services Overview	When delivering our VMware Cloud and Virtualization Infrastructure Services, we work with you to <i>identify the best use of our technology to meet your business goals</i> and commitments, put that solution in place and transfer the knowledge you need to effectively use and grow your environment.
Assess	Cloud Migration Workshop	Outlines the architectural roadmap on the IT strategy to achieve the value of the Software-defined Data Center by understanding business objectives, challenges, and requirements.
	vCloud® Director™ Jumpstart Service	Provides a quick, pragmatic exploration of vCloud Director, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-VCLOUD-JS)
	vCloud Networking and Security Jumpstart Service	Provides a quick, pragmatic exploration of vCloud Networking and Security (including VXLAN, firewall, routing and foundational networking services), offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs.
	vSphere® Jumpstart Service	Provides a quick, pragmatic exploration of vSphere, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. This service can be an add-on to the vSphere Upgrade Service. (SKU: CON-ESXVC-JS)
	vSphere with P2V Migration Jumpstart Service	Provides a quick, pragmatic exploration of a vSphere P2V migration, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. This is an add-on to the vSphere Upgrade Service. (SKU: CON-ESXVCP2V-JS)
	ESX® to ESXi™ Assessment and Migration Planning Service	Accelerates existing ESX transitions to ESXi through knowledge-transfer workshops, a thorough analysis of your environment and an estimate of the effort needed for a successful migration—ideal for large-scale migrations.
	vCenter™ Site Recovery Manager™ Jumpstart Service	Provides a quick, pragmatic exploration of vCenter Site Recovery Manager (SRM), offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-SRM-JS)
	Blueprinting Services for Data Center Consolidation	Identifies candidates for server consolidation and/or retirement quickly and accurately.
	Virtualization Assessment	Assesses your current server landscape to determine potential costs and savings and better prepares you to roll out vSphere™—all using the powerful VMware Application Dependency Manager.
Design	vCloud Accelerator Service: Standard and Advanced	Implements a pre-production, limited-scale vCloud environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment.
	vCloud Accelerator Lab Manager Transition Service	Accelerates the transition from existing Lab Manager to vCloud Director environment through knowledge-transfer workshops, an analysis of your environment, a sample workload transition and a thorough plan required for a successful migration— ideal for large-scale migrations.
	vCloud Plan and Design Service	Delivers a comprehensive architectural design for vCloud computing that addresses your unique business requirements and operational demands—paving the way to cloud computing. It's designed for enterprises that have a well-established vSphere-based virtualization strategy for production workloads and are ready to take the next step toward building production cloud infrastructure.
	P2V Accelerator Service	Implements a pre-production, limited-scale P2V environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment.
	vSphere Plan and Design Service	Delivers a comprehensive logical architectural design for vSphere that addresses your requirements and leverages VMware best practices.
	vCenter Site Recovery Manager Accelerator Service	Implements a pre-production, limited-scale vCenter Site Recovery Manager environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment.
	vCenter Site Recovery Manager Plan and Design Service	Delivers a comprehensive logical architectural design for vCenter Site Recovery Manager that addresses your requirements and leverages VMware best practices.
Operate	vSphere Design Review Service	Conducts a detailed analysis and scorecard of your vSphere production environments to identify design gaps compared to VMware best practices and industry standards.
	vSphere Health Check Service	Delivers an in-depth review of your vSphere environment to optimize your virtual infrastructure with concrete and actionable recommendations. (SKU: CON-ESX-HC-AW)

VMWARE CLOUD AND VIRTUALIZATION MANAGEMENT SERVICES		
Overview	Cloud Operations Management Solution	Accelerates the implementation of the integrated performance, capacity and configuration management that enables rapid problem resolution and proactive resource utilization to help ensure the optimal performance that business demands.
	Cloud Service Provisioning Solution	Accelerates the implementation to deliver infrastructure and application services to drive business agility and lower IT costs with greater insight, control and compliance.
Assess	vCenter Operations Management Jumpstart Service	Provides a quick, pragmatic exploration of vCenter Operations Manager™ and vCenter Infrastructure Navigator™, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-VCOPS-JS)
	vCenter Configuration Manager Jumpstart Service	Provides a quick, pragmatic exploration of vCenter Configuration Manager™, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs.
	vFabric™ Application Director™ Jumpstart Service	Provides a quick, pragmatic exploration of vFabric Application Director, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs.
Design	vCenter Operations Management Design and Deploy Service	Covers the entire process of specifying, designing, implementing and validating your vCenter Operations Manager and vCenter Infrastructure Navigator solution.
	vCloud Automation Center Accelerator Service Standard and Advanced	Implements a pre-production, limited-scale vCloud Automation Center™ environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment. (SKU: CON-vCAC)
	vFabric Application Director Accelerator Service	Implements a pre-production, limited-scale vFabric Application Director environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment.
Deploy	vCenter Operations Management Design and Deploy Service	Covers the entire process of specifying, designing, implementing and validating your vCenter Operations Manager and vCenter Infrastructure Navigator solutions.
Operate	Operational Readiness for Cloud Computing Service	Examines your existing operational practices to identify opportunities to improve the efficiency and quality of your IT service delivery. Performance is evaluated across over 150 different attributes in five key areas to develop a comprehensive roadmap and maturity ranking.

VMware also offers *Cloud Operations Services* that more specifically focus on and address the people and process implications of a cloud environment. (Refer to page 2.)

VMWARE END USER COMPUTING SERVICES		
Overview	End User Computing Services Overview	Whether you're exploring the possibility of a virtualized desktop implementation, expanding your existing virtualization solution to your desktop environment, or standardizing on desktop virtualization across your entire IT infrastructure, VMware Professional Services can add strategic value at every step of the way. While working together to plan, design and build your desktop virtualization infrastructure, VMware Consultants leverage industry best practices and in-depth expertise to accelerate the rollout to a virtual desktop environment; develop and standardize on repeatable, efficient provisioning processes for virtual desktops; and improve desktop security and business continuity while gaining greater control over your desktop infrastructure.
Complete Lifecycle Services	Mobile Secure Desktop Service	Designs and implements a complete, mobile and secure desktop solution that meets your unique environment and business needs. This end-to-end engagement—delivered by senior VMware consultants, architects and SMEs—begins with requirements gathering and concludes with production implementation.
	Always On Point of Care Solution Service	Supports your implementation of the VMware-defined AlwaysOn Point of Care technical healthcare solution. This end-to-end engagement—delivered by senior VMware consultants, architects and SMEs—begins with requirements gathering and concludes with production implementation.

Assess	Desktop Virtualization Strategy Assessment Service	Delivers expert guidance and best practice insights to help you develop a comprehensive desktop strategy; includes an impact analysis, organizational and technical interdependencies analysis and a roadmap to help you prepare for and proactively manage a successful adoption.
	Desktop Application Virtualization Assessment Service	Delivers a high-level roadmap, infrastructure change recommendations, application virtualization candidate selection and prioritization analysis, compatibility assessment, and load and usage profiles.
	Desktop Infrastructure Virtualization Assessment Service	Delivers a technical assessment of your data center and virtualized infrastructure in preparation for your desktop virtualization initiative; includes an analysis of users and desktops to develop selection and implementation priority recommendations.
	ThinApp® Jumpstart Service	Provides a quick, pragmatic exploration of the ThinApp Capture and Build environment, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-THIN-JS)
	Horizon View Jumpstart Service	Provides a quick, pragmatic exploration of View, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-VIEW-JS)
	vSphere with Horizon View Jumpstart Service	Provides a quick, pragmatic exploration of vSphere with View, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. Learn how to efficiently create, provision and manage virtual desktops in a proof-of-concept setting. (SKU: CON-ESXVC-VIEW-JS)
	Horizon Mirage™ Jumpstart Service	Provides a quick, pragmatic exploration of the Horizon Application, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-HZNAPPMGR-JS)
	Horizon View Accelerator Service	Provides a quick, pragmatic exploration of Mirage, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-MIRAGE-JS)
Design	Desktop Accelerator Service	Implements a pre-production, limited-scale desktop and application virtualization environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment. Additional service modules are available to address security and/or management in a View environment.
	ThinApp Plan and Design Service	Develops a comprehensive infrastructure design to support a production deployment of ThinApp that can be implemented quickly and efficiently while adhering to VMware best practices.
	Horizon View Plan and Design Service	Delivers a comprehensive View architecture design guided by VMware Consultants and our proven best practices to enable streamlined implementation and accelerated adoption. Additional service modules are available to address security and/or management in a View environment.
	Horizon Mirage Accelerator	Implements a pre-production, limited-scale Mirage environment allows customers to experience automated deployment of Windows 7 across new or existing hardware. Helps you quickly validate the technology and provides a base for full-scale design and deployment.
Deploy	Horizon View Pilot Services (Basic, Standard, Premium)	Demonstrates how desktop and application virtualization can work in your environment. A single use case and single stage pilot lets up to 25 users experience a pilot environment that represents a production environment of the same use case for up to 500 users. These services are available in basic, standard and premium service options. (SKU: CON-VP-BAS, CON-VP-STAN, premium is a time-and-materials quote)
	Scalability Testing	Simulates a large-scale deployment of virtualized desktops against a given VMware View design to study its effects on your virtualized infrastructure. This service verifies key design elements and establish baseline capacity metrics against your pre-defined desktop images and applications.
Operate	Horizon View Health Check	Provides insight into your existing View infrastructures as well as their underlying vSphere environments. Uses our Health Analyzer tool in conjunction with VMware best practices to determine the best configurations for performance, scaling and manageability.
	Operational Readiness for End User Computing	Examines your existing operational practices to identify opportunities to improve the efficiency and quality of your end user computing environment. Performance is evaluated across over 150 different attributes in five key areas to develop a comprehensive roadmap and maturity ranking.

VMWARE BUSINESS CRITICAL APPLICATION VIRTUALIZATION SERVICES		
Overview	Business Critical Applications (BCA) Virtualization Services Overview	Generate optimal results throughout your Business Critical Application virtualization journey. Our experts will help you mitigate risks and optimize results as you virtualize enterprise application servers and the most demanding applications, including those from Oracle®, SAP® and Microsoft®.
Assess	BCA Virtualization Advisory Workshop	Facilitates a feasibility assessment for BCA virtualization, builds team knowledge and provides a roadmap for your BCA virtualization journey.
	BCA SAP Virtualization Advisory Workshop	Facilitates a feasibility assessment for SAP virtualization, builds team knowledge and provides a roadmap for your SAP virtualization journey.
	BCA Virtualization Assessment Service	Evaluates your current environment (people, processes and technology) and determines your specific path to successfully designing, implementing and operating a virtualized BCA environment.
Design	BCA Virtualization Accelerator Service	Implements a pre-production, limited-scale BCA Virtualization environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment. This service currently includes Oracle database and Microsoft Exchange workloads.
	BCA Virtualization Plan and Design Service	Creates a comprehensive, production-quality solution architecture (physical and logical) design, system sizing strategy, environment configuration plan, testing approach and detailed solution migration plan—all based on your existing data.
Deploy	BCA Virtualization Implementation Service	Installs, configures and tests a virtualized environment to support the rigorous requirements of your business critical applications. Our Consultants provide design validation, QA testing and production migration support, as well as tools and knowledge to ensure your team is prepared to successfully manage the environment.
Operate	BCA Optimization Service for Virtualization Environments	Optimizes and tunes your virtualized BCA environment for efficiency, stability and to support future growth. VMware Consultants perform a full health assessment of your environment that includes analyzing and reviewing its operational elements, developing a scorecard and providing actionable recommendations.
	BCA Environment Review Service	Delivers key findings and recommendations based on a thorough review of the configuration and settings of the existing VMware vSphere environment and the design of the environment against VMware virtualization best practices. Applications covered are SAP, Oracle Database, Microsoft SQL Database and Exchange.

VMWARE TECHNICAL ACCOUNT MANAGER SERVICES	
Technical Account Manager (TAM) Services Overview	VMware Technical Account Managers (TAMs) are assigned or dedicated to you on a long-term basis, and serve as your advocate within VMware and with our partners—your “go-to” technical single point of contact. By combining their deep understanding of your needs with insights from thousands of VMware implementations and access to VMware product experts, TAMs work with you to identify opportunities for using your VMware platform to deliver positive, tangible business outcomes. TAMs enable you to best leverage VMware technology, find new ways to further support transformation and optimize your environment over time – all while continuing to advocate your needs inside VMware and help you improve your company’s cross-functional visibility, enthusiasm and momentum for your VMware projects.
Dedicated Enterprise Technical Account Manager Service	Provides a fulltime, cross-functional advisor and advocate to enable a long-term partnership with VMware to help transform your IT organization and your IT service delivery models. (SKU: TAM-TIER-3)
Enterprise Technical Account Manager Service	Provides cross-functional advisor and advocate for two-and-a-half (2.5) days per week as an extension of your strategic IT transformation team. (SKU: TAM-TIER-2)
Technical Account Manager Service	Provides an advisor with unrivaled product knowledge and proven skills for up to one (1) day per week to help you streamline deployment and improve the operations of your VMware platform. (SKU: TAM-TIER-1)
vFabric Technical Account Manager (TAM) Service	For customers making a strategic commitment to vFabric, application modernization or agile data initiatives, the vFabric TAM Service can help you accelerate adoption, identify new opportunities and increase visibility of your initiatives across your enterprise. vFabric TAM Services are available one day per week, 2.5 days per week or 5 days per week.

VMWARE CLOUD APPLICATION PLATFORM SERVICES		
Overview	vFabric™ Consulting Services Overview	These services help transform your application development environment with VMware best practices, vFabric solution knowledge workshops, customized solution design, configuration and migrations, and application modernization roadmaps. Let us help you meet the challenges of delivering web-oriented, data-intensive applications.
Assess	JEE to vFabric tc Server Migration Assessment Service	Delivers a comprehensive current-state assessment and roadmap for migrating from a JEE to a tc Server environment. (SKU: CON-S2-JEE-TCS-PLN)
	Application Modernization Service Suite	Enhances your understanding and accelerates adoption of Spring framework and application development methodologies; includes multiple service options for a targeted engagement delivery.
	vFabric Hyperic® Jumpstart Service	Provides a quick, pragmatic exploration of vFabric Hyperic, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-S2-HYPERIC-JS)
	vFabric Hyperic with tc Server Jumpstart Service	Provides a quick, pragmatic exploration of both Hyperic and tc Server, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-S2-HYPR-TCS-JS)
	vFabric Hyperic with vCenter Operations Enterprise™ – Standalone Jumpstart Service	Provides a quick, pragmatic exploration of vFabric Hyperic server with vCenter Operations Enterprise – Standalone, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-S2-HYPR-VCO-JS)
	vFabric tc Server Jumpstart Service	Provides a quick, pragmatic exploration of vFabric tc Server, offering insights that can help you make decisions when determining which capabilities will best meet your IT and business needs. (SKU: CON-S2-TCSERVER-JS)
Design	vFabric Accelerator Service Suite	Implements a pre-production, limited-scale vFabric environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment.
	vFabric GemFire® Accelerator Service	Implements a pre-production, limited-scale vFabric GemFire environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment. (SKU: CON-S2-GEMFIRE-ACL)
	vFabric Data Accelerator Service	Implements a pre-production, limited-scale vFabric Data Director and related data solutions environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment.
	vFabric Data Director and Postgres Accelerator Service	Implements a pre-production, limited-scale vFabric Data Director with Postgres environment designed specifically for your business, helping you quickly validate the technology and providing a base for full-scale deployment. (SKU: CON-S2-DATADIR-ACL)
	vFabric PaaS Planning Service	Creates an efficient transition plan to Platform as a Service (PaaS) for application development. With guidance from vFabric Consultants, you'll gain an in-depth understanding of successful PaaS deployment factors and related processes, steps, and implementation and production scenarios. (SKU: CON-S2-PAAS-PLN)
	vFabric Architecture Assessment Service	Evaluates your current environment—data, applications, or application management—to help determine the gaps and level of effort required to implement modern application and data practices, tools and frameworks. We work with you to identify your application modernization or data management business goals, and then construct a high-level application modernization and agile data architecture for your business.
Deploy	JEE to vFabric tc Server Migration Service	Delivers comprehensive, end-to-end migration consulting for your JEE to tc Server migration; includes planning, assessment, configuration and validation.
	ERS to Web Server Migration Service	Delivers comprehensive, end-to-end migration consulting for your ERS to Web Server migration; includes planning, assessment, configuration and validation.
Operate	vFabric Resident Consultant Service	Provides a trusted, dedicated VMware Consultant whose expertise in application modernization will help you accelerate adoption, augment your project team and provide immediate, onsite technical advice and insights.

