Transforming IT Possibilities into Business Results
Business today is fast-paced, global and mobile. Growth and profitability depend on innovation. The complexity of IT and the markets, businesses and users they serve provide a constant source of both challenge and opportunity for IT organizations worldwide.

VMware pioneers the use of virtualization and automation technologies to radically simplify IT infrastructure across the entire data center. By leveraging VMware technology, more than 480,000 customers have saved billions of dollars and dramatically increased the agility of their IT environments to deliver significant business value. Many have done this faster with support from VMware Professional Services.

Whether you are optimizing your virtual infrastructures, considering new end user computing solutions or deploying your cloud environment, VMware Professional Services provides the skills, experience, and education to help you realize success—enabling you to quickly reap business value from your VMware investment.

Drawing on extensive experience and unparalleled expertise in virtualization and cloud computing, VMware Professional Services uncovers and exploits the unique opportunities made possible by VMware technologies. Our Consultants and Advisors go beyond evaluating the technical and business requirements of IT; they also consider the people, process, control and financial implications of your solution. We shorten time-to-project completion, increase operational efficiency and actively transfer hands-on knowledge to your team. We work with you to convert technology-driven possibilities into results—positive, tangible and material to IT and your business.

VMware Professional Services: Enabling the Next Business Breakthrough

“They help me take full advantage of product features and capabilities I didn’t even know existed. And they applied it to my business.”

IT Director
European Auto Manufacturer

“They leave me self-sufficient, not co-dependent.”

IT Director
Infrastructure

Assess
Design
Deploy
Optimize

Assess
- Ensure readiness for solution and discover current state

Design
- Establish solution design and infrastructure integration plan

Deploy
- Implement, integrate and configure solution design

Optimize
- Provide knowledge transfer on continuing operations and assess against cloud operations best practices

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Services That Deliver Results

The VMware Professional Services portfolio covers all phases of the technology lifecycle, from strategy to implementation, optimization, and skill building. VMware offers:

- **Accelerate Advisory Services**—we help you develop IT strategies and roadmaps that enable your company’s business goals.
- **Cloud Operations Services**—we work closely with your team to assess, design and implement people-related and process improvements to your cloud operations.
- **Technology Consulting Services**—we help you exploit and optimize VMware technology while transferring hands-on knowledge that builds self-sufficiency of customer teams.
- **Technical Account Managers**—we provide experienced individuals who are assigned to you to help accelerate the return on your VMware investment and serve as your VMware advocate.
- **Education Services and Certification Programs**—we help you develop the in-house skills and experience needed to design, operate and evolve your VMware solution.

As we work, we ask innovative questions, develop practical insights and explore new ideas. We transfer skills to enable you to manage and leverage your VMware solution over time—long after your services engagement is complete. We help you:

- **Accelerate business breakthroughs** by operationalizing technology innovations at scale to deliver measurable business impact
- **Improve IT customer satisfaction** by augmenting your staff with skilled personnel, additional bandwidth and best practice insights that improve time-to-project completion, operational reliability and efficiency
- **Empower your IT organization** by transferring hands-on technical and operational knowledge that builds the self-sufficiency of your team
- **Reduce costs and maximize the return on your VMware investment** by taking full advantage of the capabilities offered by our platform, solutions and services

Customer Success

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

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
Case Studies: Moving to the Software-Defined Data Center

Enabling Proactive IT Management

Challenge
A large bank was experiencing problems in managing its IT infrastructure, with too much downtime and growing difficulty in meeting business demands. In response, the bank selected a VMware operations management solution to bring automation and analytic intelligence to IT support. To implement this new solution quickly and effectively, the bank turned to VMware Professional Services.

Solution
VMware Professional Services worked with the bank’s team to evaluate the environment, define a deployment strategy, and install and configure the software. To help the bank take advantage of this new solution, VMware educated the bank’s IT staff on the process and organizational changes required to make support more proactive and focused on problem avoidance instead of incident remediation. At VMware’s recommendation, the bank also established a level-two Network Operations Center that provides centralized, proactive management of critical systems.

Benefits
The new technology and processes have laid the foundation for a more proactive IT management model at the bank. The time needed to create IT performance dashboards has been cut from months to minutes, and IT is now working with integrated performance data and proactive alerts. This has led to better insight into the health of critical applications, and the bank now proactively avoid four to five outages a month. This has helped reduce costs, and enabled IT staff to focus on more critical tasks.

Increased Virtualization, Better Control

Challenge
Faced with growing costs and performance issues, a large aerospace and defense company wanted to gain better control of its IT environment, and chose the VCE vBlock solution to create a consolidated virtualized data center infrastructure. They turned to VMware Professional services to manage the migration across its major data centers.

Solution
VMware Professional Services provided tools, skills and expertise to accelerate the migration of existing physical and virtual servers to the new environment. The team targeted high-impact “quick win” opportunities first, which helped to build buy-in for the new approach in the organization. Throughout the effort, the VMware and aerospace IT professionals worked side-by-side, facilitating the transfer of migration and virtualized IT management skills.

Benefits
In just four months the team completed 750 physical-to-virtual and virtual-to-virtual migrations and decommissions. This led to cost savings that exceeded the company’s expectations, and gave the company improved control over the IT environment. Just as important, VMware's emphasis on knowledge transfer provided the company’s IT organization the skills needed to both successfully complete the migration and manage the virtual environment going forward.
Case Studies: Empowering the Business User

Virtual Desktops Control Costs, Improve Productivity

Challenge
With an aging IT desktop infrastructure, a global bank was receiving a growing number of user complaints about system performance. Rather than invest in replacing its aging desktops, the bank decided to modernize through desktop virtualization. However, the company’s IT staff lacked experience with virtual desktop infrastructures. So the bank turned to VMware Professional Services to help implement a VMware View solution.

Solution
VMware Professional Services provided design, configuration and installation assistance for the new virtual desktop infrastructure (VDI) solution. VMware created plans for an initial 8,000-seat implementation, validated the VDI architecture, and demonstrated that the technology could provide the required performance and user experience. The VMware team also focused on knowledge transfer, helping to prepare the bank’s IT staff for the implementation and ongoing management of the solution.

Benefits
This initiative positioned the bank to realize the full benefits of the VDI solution, including increased security, lower support costs and reduced hardware investment. Hundreds of desktops can be provisioned in minutes, compared to the one to two weeks required for a physical desktop. At the same time, end-user productivity has increased. And log-in times from remote locations have been reduced from more than 20 minutes to just one minute. As a result of this work, the bank plans to expand the solution to its users worldwide.

Re-thinking Frontline End-User Processes

Challenge
A major healthcare organization had significant experience with virtualization in its data center, but was still using traditional desktops in its hospitals. As a result, nurses on the floor moved wireless PC/printer carts from room to room to manage patient information, and doctors had to repeatedly log in as they visited patients. The process was cumbersome, time-consuming and a potential security risk in terms of confidential patient records.

Solution
The organization selected a virtual desktop end-user solution based on VMware® View™, and decided to work with VMware Professional Services on the implementation. The VMware team collaborated with hospital staff to understand the existing workflow, and used the resulting insights to create a roadmap for infrastructure modernization. The team validated the virtualization of the critical patient-records system, and helped conduct a pilot of the new system that showed immediate and visible improvement in staff workflow.

Benefits
With the new system, nurses and doctors swipe their ID cards into a thin client in each patient room to access a virtual desktop, rather than moving carts and logging in over and over. The system has helped the hospital save as much as two hours per shift, allowing more time to be devoted to patient care. And it has positioned the hospital for a planned move to electronic patient records across the organization.

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.
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.