VMware Professional Services

Making sure that you quickly realize the most business value from each step in your journey to the software-defined enterprise is our primary objective.

As pioneers in the use of virtualization, management, and automation technologies, we provide the solutions, knowledge, and skills you need to lower capital and operating expenses, improve security-to-effort ratios, increase availability, and drive down service delivery times. See how VMware Professional Services can help you overcome capacity constraints and limited in-house knowledge to uncover and exploit the unique opportunities made possible by VMware solutions.

This catalog presents an overview of our portfolio of consulting services. Some are provided on a fixed-price basis, while others include customized deliverables provided on a time-and-materials basis.

Portfolios

The VMware Professional Services catalog is grouped by portfolios, with each portfolio representing a different type of services focus. The portfolios are as follows:

**Accelerate Advisory Services** – CIO-level enterprise IT strategy and assessment-related consulting services

**Software-Defined Data Center (SDDC) Technology Services** – Design and implementation of VMware SDDC products

**End User Computing (EUC) Technology Services** – Design and implementation of VMware EUC products

**Operations Transformation Services** – Process design, organization transformation, and governance

**Business Critical Applications (BCA) Services** – Assessment, design, and implementation of VMware technology to virtualize production-critical applications

**Resident Technology Services** – Staff augmentation services to assist with virtualization projects

**Technical Account Manager (TAM) Services** – Direct access to the skills and product knowledge needed to improve the operations of your VMware platform
VMWARE ACCELERATE™ ADVISORY SERVICES

These enterprise IT strategy consulting services for CIOs and their companies will speed your IT and business transformation and deepen your understanding of how cloud computing can deliver business results.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Accelerate Diagnostic Services</strong></td>
<td>Successful virtualization and IT-as-a-Service (ITaaS) initiatives require a thorough understanding of the changes needed to sustain and maintain your new environment. Financial impact and ROI are important, but there are also changes in organization, staffing, operations, processes, and procedures to consider in order to drive successful IT transformation. How well you plan for these factors can mean the difference between failure and success—VMware Accelerate Diagnostic Services offer several ways to help you arrive at an understanding of the impact of these changes.</td>
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<tr>
<td><strong>Accelerate Evaluation Services</strong></td>
<td>VMware has an unrivaled body of knowledge with best practices, and with operational and performance data for IT environments. Our benchmarking services leverage this information to assess and measure your organization’s performance relative to industry averages and peers in related industries. The results will show where you are in your journey and offer guidance on how to achieve your end goals.</td>
</tr>
<tr>
<td><strong>Accelerate Strategy Services</strong></td>
<td>After assessing your organization and determining the impact of cloud transformation, VMware Accelerate Advisory consultants can work with you to develop a comprehensive strategy and road map for your enterprise IT transformation initiative. Our experts work with your stakeholders, IT teams, and lines of business to develop pragmatic action plans based on critical business requirements to deliver measurable business results and enable you to execute recommendations.</td>
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</table>
# Software-Defined Data Center (SDDC) Technology Services

The Software-Defined Data Center (SDDC) Technology Services portfolio includes services across the following solution areas: SDDC, Virtualization, Business Continuity and Disaster Recovery, Cloud Automation, and Operations Management. These services help you to adopt the VMware vRealize™ suite of products and emerging capabilities, including network virtualization (VMware NSX™) and software-defined storage (VMware Virtual SAN™).

## SDDC

**SDDC Assess Design and Deploy**  
Products: VMware vCloud Suite®, VMware vRealize™ Operations Manager™, VMware vRealize Hyperic®, VMware vRealize Log Insight™, VMware vRealize Networking and Security™  
Phase: Assess, Design, Deploy  
SKU: Time and Materials  

The VMware SDDC Assess, Design and Deploy Service delivers a software-defined data center (SDDC) solution that expands the power of virtualization and automation to data center services in a production environment. The solution offers an integrated SDDC solution for the enterprise that includes VMware's recommended practices in a practical and scalable design that is holistic, cohesive and modular. The services approach to achieve the desired target state includes technology transformation, people, process and organizational transformation and a comprehensive process to deliver the solution in phases.

## Virtualization

**Virtualization Health Check**  
Products: VMware vSphere® 5.5  
Phase: Optimize  
SKU: CON-ESX-HC-AW  

Delivers an in-depth review of your VMware virtualization environment to optimize your virtual infrastructure with concrete and actionable recommendations.

**Virtualization Design and Deploy**  
Products: VMware vSphere 5.5  
Phase: Design, Deploy  
SKU: Time and Materials  

Covers the entire process of specifying, architecting, building, and validating your virtualization solution.

**vSphere Upgrade**  
Products: VMware vSphere 5.5  
Phase: Deploy  
SKU: Time and Materials  

The vSphere Upgrade Service delivers a comprehensive guide to upgrading the virtual infrastructure to vSphere 5.5, from version 4.x and above. The service includes recommendations for planning and testing the upgrade, the actual upgrade itself, validation guidance and rollback procedures.

**Network Virtualization Accelerator**  
Products: VMware NSX for VMware vSphere 6.1  
Phase: Design, Deploy  
SKU: Time and Materials  

Delivers a functioning solution using VMware NSX for VMware vSphere that expands the power of virtualization and automation to data center networking services. This accelerator service provides rapid deployment of virtual networking capabilities in a limited pre-production environment. The environment is suitable for deploying dev/test and pre-production workloads on a limited scale.

**Network Virtualization Design and Deploy**  
Products: VMware NSX for VMware vSphere 6.1  
Phase: Design, Deploy  
SKU: Time and Materials  

The VMware Network Virtualization Design and Deploy Service delivers a software-defined networking solution using NSX for vSphere that expands the power of virtualization and automation to data center networking services. This Design and Deploy service provides rapid deployment of virtual networking capabilities within a production environment by leveraging a phased methodology.

**Software-Defined Storage Accelerator**  
Products: VMware Virtual SAN 5.5  
Phase: Design  
SKU: Time and Materials  

The VMware Software-Defined Storage Accelerator Service delivers a functioning solution using VMware Virtual SAN. This accelerator service will provide rapid deployment of software-defined storage capabilities in a limited pre-production environment.
## Software Defined Data Center (SDDC) Technology Services (Cont.)

### Migration

**Migration Assessment**  
Products: VMware Capacity Planner 3.0  
Phase: Assess  
SKU: Time and Materials  

The VMware Migration Assessment Service provides the foundation for an organization to successfully migrate Operating System Instances from a source platform to a target platform. The service uses a combination of expertise in performance and capacity data interpretation with standardized process and specialized tools to deliver a detailed migration plan and VMware Cloud Migration Portal configuration file.

### Business Continuity and Disaster Recovery (BCDR)

**BCDR Accelerator**  
Products: VMware vCenter Site Recovery Manager™ 5.8, VMware vSphere Data Protection™ 5.8, VMware vCenter App HA 1.1  
Phase: Design, Deploy  
SKU: CON-BCDR-ACL  

Implements a pre-production, limited-scale VMware vCenter Site Recovery Manager environment designed specifically for your business, helping you quickly validate the business continuity and disaster recovery solution and providing a base for full-scale deployment.

**BCDR Design and Deploy**  
Products: VMware vSphere vCenter Site Recovery Manager 5.8, VMware vSphere Data Protection Advanced 5.8  
Phase: Design, Deploy  
SKU: Time and Materials  

Delivers a comprehensive logical architectural design for VMware vCenter Site Recovery Manager that addresses your requirements and leverages VMware best practices.

### Cloud Automation

**Cloud Automation Accelerator**  
Products: VMware vRealize Automation Center™ 6.1, VMware vRealize Orchestrator™ 5.5  
Phase: Design, Deploy  
SKU: CON-VCL-AUTACL  

The Cloud Automation Accelerator Service expands the power of virtualization and moving IT services away from the existing infrastructure delivery methods to where virtual machine infrastructure is delivered as a service. This service provides a rapid deployment of standard out-of-the-box, non-customized virtual machine infrastructure services in a pre-production environment.

**Cloud Automation Design and Deploy Core**  
Products: VMware vRealize Automation Center 6.1, VMware vRealize Orchestrator 5.5,  
Phase: Design, Deploy  
SKU: CON-VCL-AUTDND  

The Cloud Automation Design and Deploy Service expands the power of virtualization and moving IT services away from existing infrastructure delivery methods to where virtual machine infrastructure and applications are delivered as a service. The service provides a standard out-of-the-box deployment of standard virtual machine infrastructure services.

**Cloud Automation Design and Deploy**  
Products: VMware vRealize Automation Center 6.1, VMware vRealize Application Director™ 6, VMware vRealize Orchestrator 5.5, VMware vRealize™ Business 1.x, VMware vRealize Automation Center™  
Phase: Design, Deploy  
SKU: Time and Materials  

The Cloud Automation Design and Deploy Service expands the power of virtualization and moving IT services away from existing infrastructure delivery methods to where virtual machine infrastructure and applications are delivered as a service. The service provides a standard out-of-the-box deployment of standard virtual machine infrastructure services.

### Operations Management

**Performance and Capacity Management Accelerator**  
Products: VMware vRealize Operations Manager 5.8, VMware vRealize Infrastructure Navigator 5.8, VMware vRealize Hyperic 5.8, VMware vRealize Log Insight 1.5  
Phase: Design, Deploy  
SKU: CON-PERFCAP-ACL  

This service rapidly deploys our performance management, capacity optimization, and log management solution using a limited, pre-defined scope within a non-production environment. It clearly demonstrates the solution capabilities and builds your team’s knowledge and experience.
## Performance and Capacity Management
### Design and Deploy
Products: VMware vCenter Operations Manager 5.8, VMware vRealize Operations Manager 6.0, VMware vRealize Infrastructure Navigator™ 5.8, VMware vRealize Hyperic 5.8, VMware vRealize Log Insight 1.5
Phase: Design, Deploy
SKU: Time and Materials
This service covers the entire process of specifying, designing, implementing, and validating your VMware vRealize Operations Manager and VMware vRealize Infrastructure Navigator solutions. The process design service component ensures your IT staff members have the right skills and that processes are optimized, integrated, and validated in a framework.

## Compliance Design and Deploy
### Compliance Design and Deploy
Products: VMware vRealize Configuration Manager 5.6
Phase: Design, Deploy
SKU: Time and Materials
The Compliance Design and Deploy Service designs and implements a compliance solution using the capabilities provided by VMware products. The service focuses on use cases addressed by VMware vRealize Configuration Manager™. The primary focus is on configuration management, related patch management, compliance visualization, and reporting.

## VMware vRealize Operations Manager Upgrade Service
### Upgrade Service
Product: VMware vCloud Operations, VMware vRealize Operations Manager
Phase: Design, Deploy
SKU: Time and Materials
This service helps you plan and implement an upgrade to your legacy VMware vRealize Operations Manager instances.

## Financial Management
### Cost Management Accelerator Service
Products: VMware vRealize Business 1.x
Phase: Design, Deploy
SKU: Time and Materials
The Cost Management Accelerator Services Kit helps you deploy VMware® vRealize Business Standard Edition. It covers relevant pre-defined use cases to test product functionality as it applies to your environment, providing insight into capacity, costs, and efficiency.

### Cost Management Design and Deploy Service
Product: VMware vRealize Business Advanced
Phase: Design and Deploy
SKU: Time and Materials
This service helps you design, configure, validate, and deploy VMware vRealize Business Advanced Edition in a limited production environment, validated against preselected use cases. It includes a Service Costing Processes workshop. Knowledge transfer topics include service definition and charting, service costing and showback management, cost structures and packages, and service-specific cost calculation, among others.

## Hybrid Cloud
### vCloud Air Accelerator Service
Products: VMware vCloud Air, VMware vSphere, VMware vCloud Connector
Phase: Design, Deploy
SKU: Time and Materials
This service delivers a configured VMware vCloud Air platform connected to an existing on-premise vSphere environment. It also, provides knowledge transfer workshops and delivers guidance regarding the installation and migration of nonproduction workloads to vCloud Air.
Whether you are 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. Our enterprise-proven services are based on a full lifecycle methodology to help you successfully deliver concrete value to your business and internal stakeholders.

### Desktop Virtualization

#### Desktop Virtualization Strategy Assessment
- **Phase:** Assess
- **SKU:** Time and Materials
- Delivers an in-depth review of your VMware virtualization environment to optimize your virtual infrastructure with concrete and actionable recommendations.

#### VMware Horizon® View™, Production Pilot
- **Products:** VMware Horizon® View™
- **Phase:** Design
- **SKU:** CON-VIEW-PILOT
- This service provides the opportunity to evaluate Horizon View in a safe, limited-exposure environment before implementing a large scale deployment. The scope is for up to 200 end users.

#### VMware Horizon® View™, Accelerator
- **Products:** VMware View 6.0
- **Phase:** Design
- **SKU:** Time and Materials
- This service provides a rapid launch vehicle for experiencing Horizon View in your environment, delivering a limited scale, non-production Horizon View pilot for up to 50 desktops.

#### Desktop Health Check
- **Products:** VMware View 4.x – 5.x
- **Phase:** Optimize
- **SKU:** Time and Materials
- This service delivers a best practice assessment of your existing VMware View™ deployment to help optimize the configuration for performance, scaling, and manageability of your VMware View environment.

#### VMware Horizon® View™, Upgrade
- **Products:** VMware View 6.0
- **Phase:** Deploy
- **SKU:** Time and Materials
- This service helps you plan and implement an upgrade of your VMware View environment, including an assessment of the current VMware desktop infrastructure, an upgrade plan, and operational verification procedures for the upgraded components. This is a like-for-like upgrade service.

#### VMware Horizon® View™, Upgrade Plus
- **Products:** VMware Horizon® View™
- **Phase:** Deploy
- **SKU:** Time and Materials
- This service provides a comprehensive architectural design approach for those wishing to upgrade from existing versions of VMware Horizon® View™. The design is based on elements of the VMware vSphere architecture and is extended to include new features and functionality that support VMware View-delivered traditional/hosted desktop and application workloads in a shared computing environment. It also incorporates optional modules/integration for Virtual SAN, VMware Workspace Portal, VMware ThinApp®, VMware Mirage, VMware Workspace Portal, VMware ThinApp®, vCenter Operations Manager for Horizon, and vShield Endpoint.

#### Horizon Standard Assess, Design and Pilot
- **Products:** VMware Horizon® View™, VMware ThinApp 5
- **Phase:** Assess, Design, Deploy
- **SKU:** Time and Materials
- This comprehensive service consists of three distinct phases, each of which focuses on providing a VMware-designed Horizon 6 architecture. Our consultants help prepare a detailed VMware Horizon® View™ architectural design based on data gathered from a thorough desktop and application assessment, design workshops with your staff, and the most current and validated VMware best practices. They will also help execute a production pilot based on the approved design.

#### Horizon Advanced Assess, Design, and Pilot
- **Products:** VMware Horizon® View™, VMware ThinApp 5, VMware Mirage™ 5.0, VMware Workspace 2.1
- **Phase:** Assess, Design, Deploy
- **SKU:** Time and Materials
- The VMware Horizon® View™ Advanced Assess, Design, and Pilot service provides a comprehensive assessment, architectural design for VMware View, and a limited pilot implementation. This service takes elements from a foundational VMware vSphere architecture, then extends and adapts the design to support a dynamic end-user computing environment. It also incorporates optional modules/integration for Virtual SAN, VMware Workspace Portal, VMware Mirage, VMware ThinApp, vCenter Operations Manager for Horizon, and vShield Endpoint.
### View Scalability Testing
**Products:** VMware View 5.3  
**Phase:** Deploy  
**SKU:** Time and Materials  
This service helps you simulate a large-scale deployment of virtualized desktops against a given VMware View design to study its effects on the virtualized infrastructure. It provides you with knowledge on the capacity thresholds that your VMware View environment can sustain before exhausting critical resources or degrading end-user performance.

### VMware Horizon 6 Transition Service for Citrix XenApp
**Products:** VMware Horizon®, View™, VMware Workspace 2.1  
**Phase:** Deploy  
**SKU:** Time and Materials  
This service is for customers with an existing Citrix XenApp environment who are looking for design and operational guidance for migrating Citrix XenAppApp/Presentation Server published applications and desktops to a Horizon 6 platform with a common, simple to use interface. The service delivers a Horizon 6 architecture design, a Workspace Portal pilot, and a Citrix XenApp to Horizon View pilot migration.

### VMware Horizon 6 Integration Service for Citrix XenApp
**Products:** VMware Horizon 6.0 with View, VMware Workspace 2.1  
**Phase:** Deploy  
**SKU:** Time and Materials  
This service is for customers with an existing Citrix XenApp environment, who are looking for design and operational guidance to deliver both Horizon 6 and Citrix applications and desktops through a single, unified interface. This service delivers a limited scale production VMware Workspace Portal environment.

### Desktop Migration / Image Management

#### VMware Mirage Accelerator
**Products:** VMware Mirage 5.1  
**Phase:** Design, Deploy  
**SKU:** Time and Materials  
Helps you validate the value of VMware Mirage in solving your business problems or achieving your business objectives. It delivers a limited-scale non-production Mirage environment that you can use to validate against defined success criteria, and a mutually agreed upon functional test plan.

#### VMware Mirage Plan and Design
**Products:** VMware Mirage 5.1  
**Phase:** Design, Deploy  
**SKU:** Time and Materials  
Provides a comprehensive architectural design for implementing and using VMware Mirage, including defined use cases, customer-specific desktop backup and migration strategies, and base and application layer definitions.

### Enterprise Mobility Management

#### Workspace Portal Design and Pilot
**Products:** VMware Workspace 2.1  
**Phase:** Design, Deploy  
**SKU:** Time and Materials  
This service for VMware Horizon 6 clarifies the value of the VMware Workspace Portal in solving your business problems and achieving business objectives. You get an enterprise design and limited-scale production VMware Workspace Portal environment that can be validated against clearly defined success criteria and a mutually agreed upon functional test plan. The engagement establishes success criteria based on communicated needs, business objectives, and your specific operating systems, web links, software as a service applications, VMware ThinApp applications, VMware Horizon®, View™ virtual desktop/applications, and Citrix XenApp published desktops and applications.
### Desktop as a Service (DaaS)

<table>
<thead>
<tr>
<th><strong>On Premise Jumpstart</strong></th>
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<tbody>
<tr>
<td><strong>Products:</strong> VMware Horizon Air®</td>
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<tr>
<td><strong>Phase:</strong> Assess</td>
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<tr>
<td><strong>SKU:</strong> CON-HZ-DAAS-OP-JS</td>
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</table>

Allows service providers to test the DaaS platform in their own data center to validate against pre-defined success criteria. VMware consultants will work closely with service provider’s subject matter experts (SMEs) throughout the engagement to facilitate knowledge transfer and provide information on best practices for VMware Horizon Air.

### Application Strategy and Packaging

<table>
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<tr>
<th><strong>Managed Packaging Service</strong></th>
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<tr>
<td><strong>Phase:</strong> Design</td>
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<td><strong>SKU:</strong> Time and Materials</td>
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The VMware Managed Packaging Service provides program management, a governance framework, and application packaging expertise to help rapidly and efficiently virtualize applications using VMware ThinApp. VMware focus is to provide the level of expertise that builds trust and confidence, and the level of dedication, support, and communication that are characteristic and necessary for the delivery of a successful ThinApp packaging project. VMware consultants will work closely with your staff throughout the engagement to facilitate knowledge transfer, best practices, and architecture design guidance on ThinApp.

<table>
<thead>
<tr>
<th><strong>ThinApp Plan and Design</strong></th>
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<tbody>
<tr>
<td><strong>Products:</strong> VMware ThinApp 5.0</td>
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<tr>
<td><strong>Phase:</strong> Design</td>
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<td><strong>SKU:</strong> Time and Materials</td>
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Delivers a comprehensive architectural design for implementing VMware ThinApp, including an assessment of your application virtualization requirements, and recommendations for the architecture and configuration of capture and build (CnB) workstations, network file shares and storage, and active directory infrastructure components needed for the successful production deployment of ThinApp.

<table>
<thead>
<tr>
<th><strong>App Volumes™ Plan and Design</strong></th>
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<tbody>
<tr>
<td><strong>Products:</strong> VMware App Volumes 2.5</td>
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<tr>
<td><strong>Phase:</strong> Design</td>
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<td><strong>SKU:</strong> Time and Materials</td>
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VMware App Volumes is our real-time application delivery product. This service creates the foundation for a successful and scalable VMware App Volumes deployment, beginning with a requirements and use case definition tailored to your View environment. The VMware App Volumes architecture design phase takes into consideration all design parameters, including ESXi environment, application and desktop integration, systems monitoring and management, networking, security, storage, backup, and recovery, and high availability/resiliency. The next phase is environment build and validation, during which we deploy a functioning, limited-production pilot implementation for up to 100 users.

### End-User Computing Solutions

<table>
<thead>
<tr>
<th><strong>Mobile Secure Desktop™ Solution</strong></th>
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<tbody>
<tr>
<td><strong>Products:</strong> View 5.3</td>
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<tr>
<td><strong>Phase:</strong> Assess, Design, Deploy</td>
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<td><strong>SKU:</strong> Time and Materials</td>
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This comprehensive solution provides an innovative way for IT to support device diversity and BYOD (bring your own device) initiatives by improving user access and mobility, streamlining application updates, enhancing data security, and delivering a high-quality user experience.

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<tr>
<th><strong>Always On Point of Care Solution</strong></th>
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<tr>
<td><strong>Products:</strong> Horizon View 6.0</td>
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<tr>
<td><strong>Phase:</strong> Assess, Design, Deploy</td>
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<td><strong>SKU:</strong> Time and Materials</td>
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This Healthcare focused solution provides clinicians and staff access to their desktop and application environments through an Active-Active design. The solution is purpose-built using VMware products and services, and integrated with ecosystem partners to give them access to their electronic medical records from virtually any location, using any qualified device—PCs, thin clients, zero clients, iPads, and other tablets.
## OPERATIONS TRANSFORMATION SERVICES

Fully realize the benefits of your VMware Software-Defined Data Center (SDDC) implementation by assessing and remediating people and process considerations.

### SDDC / Cloud

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
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<th>SKU</th>
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<tbody>
<tr>
<td><strong>Workshop for SDDC/Cloud Operations</strong>&lt;br&gt;Phase: Strategize&lt;br&gt;Sku: Time and Materials</td>
<td>Workshop for SDDC/Cloud Operations presents, at an introductory level, VMware's recommended practices for optimizing the overall operating model. It also provides important insights into the organization, role, and operational process models for providing services and operating VMware-based environments using VMware management technology.</td>
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<tr>
<td><strong>Operational Readiness for Cloud Computing</strong>&lt;br&gt;Products: VMware vRealize Suite&lt;br&gt;Phase: Assess&lt;br&gt;Sku: Time and Materials</td>
<td>This 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.</td>
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<tr>
<td><strong>Organization Design and Planning for SDDC/Cloud</strong>&lt;br&gt;Phase: Strategize&lt;br&gt;Sku: Time and Materials</td>
<td>This service helps you to validate the value of VMware products for solving business problems or achieving business objectives by delivering a limited-scale virtual desktop infrastructure that you can validate using defined success criteria and your current application set.</td>
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<tr>
<td><strong>IT Transformation Lifecycle</strong>&lt;br&gt;Products: VMware vRealize Suite, VMware vRealize Operations, VMware vRealize Business&lt;br&gt;Phase: Design&lt;br&gt;Sku: Time and Materials</td>
<td>This service-driven consulting engagement utilizes the Service Define, Design &amp; Deploy, and Operate Lifecycle framework to help you iteratively progress on your journey to offering ITaaS. It typically includes technical services work streams as well as operations transformation work streams, and is custom-defined to provide a comprehensive solution.</td>
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### Cloud Automation

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<tbody>
<tr>
<td><strong>Operations Transformation for SDDC/Cloud Automation</strong>&lt;br&gt;Products: VMware vRealize Automation, VMware vRealize Orchestrator&lt;br&gt;Phase: Design&lt;br&gt;Sku: Time and Materials</td>
<td>This service addresses the unique requirements of defining, pricing, developing, releasing, automatically provisioning, and operating services in an SDDC/cloud-based infrastructure. It improves your lifecycle approach for delivering services in a SDDC/Cloud environment. It also optimizes processes, enables individuals, applies VMware management capabilities, and establishes an appropriate working model to help you realize the full potential of your VMware investment.</td>
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### Operations Management

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<tbody>
<tr>
<td><strong>Operations Transformation for SDDC/Cloud Performance and Capacity Management</strong>&lt;br&gt;Products: VMware vRealize Operations Manager&lt;br&gt;Phase: Design&lt;br&gt;Sku: Time and Materials</td>
<td>Meet the unique requirements of operating an SDDC/cloud infrastructure. Our consultants start by helping you create a more proactive operational approach to using VMware vRealize Operations Management environment for performance management and capacity planning in your SDDC/cloud infrastructure. We also optimize processes, enable individuals, apply VMware management capabilities, and establish an appropriate working model to help you realize the full potential of your VMware investment.</td>
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</table>
### Financial Management

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<th>Service</th>
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<tr>
<td><strong>SDDC/Cloud Service Costing Process</strong></td>
<td>Understand the complete cost of provisioning your SDDC/cloud services. We use a standard service-based cost model and provide consistent and repeatable process recommendations, as well as service cost allocation and classification strategies. The goal is to improve budgeting, forecasting, and investment planning practices for your services.</td>
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<tr>
<td><strong>Financial Transparency Transformation Workshop</strong></td>
<td>This 1-day workshop provides an overview of IT financial and business management to IT managers, service leads, owners and managers, and IT financial managers and analysts. It illustrates how to modernize the IT financial management model run IT like a business and explains the foundational financial and business concepts required to accelerate IT transformation initiatives and realize value through cost transparency and automation.</td>
</tr>
<tr>
<td><strong>End-User Computing</strong></td>
<td>This service 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.</td>
</tr>
</tbody>
</table>

| Products: VMware vRealize Business™, VMware vRealize Automation Center  |
| Phase: Design                                                          |
| SKU: Time and Materials                                               |

| Products: VMware vRealize Business                                    |
| Phase: Strategize                                                     |
| SKU: Time and Materials                                               |

| Products: VMware vRealize Business                                    |
| Phase: Design                                                          |
| SKU: Time and Materials                                               |

| Products: VMware vRealize Business                                    |
| Phase: Design                                                          |
| SKU: Time and Materials                                               |
## VMware Business Critical Application (BCA) Virtualization Services

Let our experts help you mitigate risks and optimize results as you virtualize enterprise application servers and your most demanding applications, including those from Oracle, SAP, and Microsoft.

### SDDC / Cloud

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<tr>
<th>Service</th>
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<tbody>
<tr>
<td><strong>BCA Virtualization Advisory Workshop</strong></td>
<td>Assess</td>
<td>Facilitates a feasibility assessment for BCA virtualization, builds team knowledge, and provides a road map for your BCA virtualization journey.</td>
</tr>
<tr>
<td><strong>BCA SAP Virtualization Advisory Workshop</strong></td>
<td>Assess</td>
<td>Facilitates a feasibility assessment for SAP virtualization, builds team knowledge, and provides a road map for your SAP virtualization journey.</td>
</tr>
<tr>
<td><strong>BCA Virtualization Assessment Service</strong></td>
<td>Assess</td>
<td>Evaluates your current environment (people, processes, and technology) and determines your specific path to successfully designing, implementing, and operating a virtualized BCA environment.</td>
</tr>
<tr>
<td><strong>BCA Virtualization Accelerator Service</strong></td>
<td>Design</td>
<td>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.</td>
</tr>
<tr>
<td><strong>BCA Virtualization Plan and Design Service</strong></td>
<td>Design</td>
<td>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.</td>
</tr>
<tr>
<td><strong>BCA Virtualization Implementation Service</strong></td>
<td>Design</td>
<td>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 so that your team is prepared to successfully manage the environment.</td>
</tr>
<tr>
<td><strong>BCA Environment Review Service</strong></td>
<td>Optimize</td>
<td>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 Server, and Microsoft Exchange.</td>
</tr>
</tbody>
</table>
## RESIDENT TECHNOLOGY SERVICES

Use VMware Resident Technology Services to augment your staff and help complete high-priority projects.

### SDDC / Cloud

<table>
<thead>
<tr>
<th>VMware Enterprise Architect Service</th>
<th>Facilitates a feasibility assessment for BCA virtualization, builds team knowledge, and provides a road map for your BCA virtualization journey.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four days per week over three months</td>
<td>SKU: CON-ENTARC</td>
</tr>
</tbody>
</table>

## VMWARE TECHNICAL ACCOUNT MANAGER (TAM) SERVICES

To accelerate VMware deployments and demonstrate business value, many organizations choose the VMware Technical Account Manager (TAM) Service. This service puts a VMware resource directly on your team who is your advocate inside VMware—your “go-to” single point of contact. TAMs address not only the technical and business requirements related to meeting your IT goals, but also the people, process, management, and financial aspects. By working hands-on with your team, applying unmatched product expertise, and delivering effective knowledge transfer, TAMs help you achieve your IT goals.

<table>
<thead>
<tr>
<th>Technical Account Manager Service</th>
<th>Helps to set strategic direction, and improve operations and processes across global, complex organizations as a full-time resource.</th>
</tr>
</thead>
</table>
| SKU: TAM-TIER-3                   | Enterprise Technical Account Manager Service  
|                                   | SKU: TAM-TIER-2  
|                                   | Acts as subject matter expert (SME) to help improve efficiency, and works with you to improve efficiency for up to one (1) day per week. |
| SKU: TAM-TIER-1                   | Technical Account Manager Service  
| SKU: TAM-TIER-1                   | Actively identifies opportunities across multiple lines of business, and provides prescriptive guidance and reporting as an extended member of your team for two-and-half (2.5) days per week. |
|                                   | Help manage critical issues, and helps prevent future issues, and works with you to improve efficiency for up to one (1) day per week. |

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