VMware Tanzu Labs Platform Management

Operate and scale highly reliable production systems

VMware Tanzu Labs

"The team used to take seven months and 72 steps to release new code. Now they're fixing bugs same-day with zero downtime. The [platform engagement] provided a place to practice shared responsibility, which made it real."

MELISSA CHAPMAN, T-MOBILE

TANZU LABS PLATFORM MANAGEMENT

- Effectively manage your platform at scale
- Patch and update your platform to achieve vulnerability and legacy budgets, while maintaining availability goals.
- Respond to incidents and learn through postmortems.

Contact your VMware Tanzu account team or reach us at: *tanzu.vmware.com/labs*.

Just like your applications, the best cloud native platforms are never "done." To get the most out of your cloud native platform, it's critical that a platform is patched against security vulnerabilities, kept up to date with the latest upgrades and available to your developers and their end-users.

VMware Tanzu Labs™ Platform Management™ helps you maximize the value of your app and data platforms at a service level that fits your needs. Choose from two Platform Management options:

1. **Enablement for self-managed platforms:** We teach your team top tools and cloud native techniques for managing your platforms. Upskill your team through collaborative, hands-on training with VMware to patch, upgrade and implement best practices.

2. **VMware-managed:** We manage your platforms for you, allowing your teams to focus on other things. VMware-managed platform services are delivered remotely by a rotating team of senior Kubernetes experts. We provide timely security patching, system upgrades and 24/7 incident responses. VMware also delivers ongoing maintenance for optimal platform health and performance.

VMware Tanzu Labs helps keep your platform patched, available and up-to-date. Simply choose whether you'd like to up skill your team or handoff platform operations to VMware.

Kickstart your cloud native journey with a managed platform service

- **Get up-to-date and stay there.** Benefit from the increased efficiencies and new features in each VMware Tanzu™ release, all while remaining patched against the latest Common Vulnerabilities and Exposures.

- **Sleep soundly.** We'll instrument your platforms with the latest and greatest VMware Tanzu Observability™ tooling and respond to incidents that impact the availability of your platforms any time of day, every day of the year.

- **Achieve momentum regardless of headcount.** Need a temporary stopgap while you build out your own team? Looking to bring this capability in-house in the future? No worries, we can hand over our tools and show you the ropes, should you decide to take over the management of your platforms.

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Learn how VMware Tanzu Labs helps organizations around the world deliver meaningful outcomes with modern apps and cloud native platforms:

tanzu.vmware.com/customers.

Here's how VMware will manage your platforms

Unlike other managed services, VMware Tanzu Labs engineers proactively patch and update your platform. We work with you to establish attainable availability goals and provide availability metrics so you can focus on shipping software and delivering value.

You own the infrastructure

We remotely manage platforms running on your infrastructure—whether it be your data centers or public cloud–your data stays in your environment.

Remote delivery

Our team of Kubernetes experts will manage your platforms remotely, using strong multi-factor authentication, full session logging for auditability and without open connections into your environment. We believe in reproducible infrastructure, automating wherever we can and capturing all changes in source control.

Well-timed patching

Waiting to apply an available patch leads to accumulated risk. We measure and track the number of days that elapse after a patch is made available for your platform and use it as a mechanism to understand when to patch your platform in order to mitigate security risks.

Expedient updates

Keep your VMware Tanzu Platform up-to-date. Give your developers access to new features as they become available. Benefit from the increased speed, stability and security with new releases. Running the latest version makes for a simplified support experience.

Balancing availability and change

Patching and updating a system introduces change and change is often at odds with availability. This is why we measure everything. We use data to decide when to change your system and when to focus on reliability. We share these metrics with you and your stakeholders to help you understand the availability of your platform and make better decisions about the services you deploy.

Custom platform development

Looking to add a new third-party integration? Want to enable a new feature or build out a new workflow for your developers? If we're managing your platform, we can also help with all sorts of platform work. Just include a customization budget for work that's not covered under patching, upgrades and availability.

Next steps!

Together we'll assess your needs and develop an evidence-based strategy that's tailored to meet your business and IT goals. Then, we'll get to work.

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