Deliver Outstanding Digital Services with VMware Tanzu Labs

At a glance

Pair with VMware Tanzu Labs experts to improve your organization's ability to deliver the software that powers mission-critical services more equitably, effectively and efficiently.

In your organization's journey to improve customer service and service delivery, creating an exceptional user experience is everything. But beyond providing users with an easy-to-use, equitable, and practical application interface, you must also ensure your back-end systems powering the services are optimized to reduce inefficient manual processes and unnecessary toil.

VMware Tanzu Labs™ works with your team and technical partners to help develop and modernize the critical systems and applications powering your service delivery from end to end.

We can help address your needs, from developing an accessible, equitable front-end user experience to modernizing your systems' siloed and legacy back-end processes. No matter where you are in your modernization journey, we'll ensure your organization can deliver on its mission while realizing new efficiencies.

By passing on our design, product, engineering, DevSecOps and management skills, we can help your organization expand its technical capabilities, enabling your team to develop software for the future of civic services.

Deliver services more equitably, effectively and efficiently

Today, many of our clients recognize the need to improve their ability to deliver services, but technical challenges and skill gaps make this problem difficult and slow to overcome.

Here's how Tanzu Labs can help:

• **Create efficiencies across the services delivery process:**

– Develop accessible, easy-to-use experiences that improve end-user satisfaction and increase the number of successful applications.

– Modernize critical back-end systems and processes, allowing you to shorten processing time and accelerate the delivery of essential services, reduce internal toil, and save time and money.

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> "Because we actually deliver real capabilities to users in production and have demonstrated our ability to turn around features and release in weeks rather than months, our stakeholders can see that how we're doing software differently actually works. They trust us when we say that with VMware Tanzu Labs, we're building a system incrementally."

Oscar Chacon
First Lieutenant
U.S. Space Force

• Achieve target outcomes faster and mitigate development risk:

  – Build the right thing the first time. Learn how to use agile development to deliver the products your customers want.

  – Refocus your teams on a new mindset and processes that quickly validate your concepts and get them from idea to production in days, not months.

• Create a repeatable, secure path to production:

  – Implement tooling and DevSecOps practices to ensure your teams can ship high-quality code securely and reliably to production and fix security vulnerabilities faster.

• Close the technical skill gap for your teams and partners, and continue delivering new value with software:

  – Upskill and enable your teams to continue delivering exceptional software after our engagement ends.

  – Learn modern techniques and technologies to help attract and retain top development talent and to build a new culture and standard of working inside your organization.

What we can do together

Tanzu Labs experts don't drop in, deploy and leave. Across our engagement, we'll pair with your teams and partners (remotely or in person) to transfer the knowledge you need to build better software forever.

Modernize back-end systems to improve service delivery

Using our unique approach to application modernization, we'll help you surgically modernize the legacy systems impeding your service delivery outcomes. We can help you quickly identify how information flows through your system, determine a notional architecture, and build a quick way to test the viability of a new end-to-end solution.

From there, we work with you to deliver iterative, end-to-end slices in weeks—all while maintaining legacy system functionality, uptime, and data integrity. We'll identify waste in your workflow and replace manual processes with automation to create efficiencies and improve service delivery and mission efficacy.

Check out this infographic to learn more about our methodology.

Create a secure, repeatable path to production

We can help you optimize your existing tools or implement VMware Tanzu® tooling to adopt an accredited, repeatable security practice that maintains a continuous authorization to operate (cATO) and a continuous risk management framework (cRMF) via control inheritance across any environment.

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Own your app modernization journey

VMware Tanzu Labs has more than 30 years of experience helping organizations transform their modern software delivery practice. Visit tanzu.vmware.com/customers to learn how we help organizations around the world deliver outcomes with modern applications.

We'll help you extend these automation principles to the platform, as well, reducing the time to apply updates and common vulnerability and exposure (CVE) fixes. We can help you reduce the time and steps needed to achieve National Institute of Standards and Technology (NIST) compliance and security approval, and ensure your development practices align with a secure, consistent, closed-loop delivery system.

Read this solution overview to learn about our software development supply chain approach.

Build an enterprise-quality data pipeline

To unlock the full potential of your service modernization, you need a flexible data architecture and modern data platform that can connect disparate activities across systems in near real time. We can help your teams stand up or iterate on data infrastructure and architecture so it's easy to manage and provides high performance, consistency, security and availability.

Whether your system needs a streamlined data pipeline or a new data platform, we can help your developers achieve their desired velocity and goals, and make your service delivery experience seamless across siloed channels.

Read this solution overview to learn about our data transformation services.

Build and scale your customer experience and service delivery wins to create enduring cultural changes

More often than not, improving service delivery through software development comes down to creating the right environment for developers to succeed. We can help you deliver a small but meaningful end-to-end outcome that also serves as a proof point for a new way of working. Along the way, we'll enable you to scale by helping you build on your success and incrementally adapt to fit your organization's culture and constraints.

Start your service delivery transformation today

Waiting to untangle the legacy systems that hinder service delivery is no longer an option. Contact your VMware account team or reach us at tanzu.vmware.com/labs.

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