Professional Services Overview

Realize outcomes everywhere

At a glance

Architect, deploy, integrate, and operationalize solutions across the VMware portfolio.

Key benefits

- Reduce risk and complexity when implementing new technologies

- Minimize disruption to existing operations

- Experience predictable outcomes from our best practices, proven methodologies, and deep knowledge of VMware technology

Technology transformation offers nearly endless opportunities to improve business. You can use it to:

- Change the way employees work
- Enter new markets
- Deliver new customer experiences
- Improve supply chains
- Predict customer demand

But it's not just able to transform *your* business, it's helping your competitors too. It's important to be agile and move as quickly as possible. So how do you overcome obstacles and maximize the value of your investments? Leverage experts who know your industry and know the technology. They can help you achieve the outcomes you need faster than you can do it alone.

Service overview

The experts of VMware Professional Services can help you architect, deploy, integrate, and operationalize solutions across the VMware portfolio including multi-cloud, app modernization, anywhere workspace, and networking and security.

Outcome-focused strategy and roadmap services

The starting point for any strategic IT initiative is to identify your required business and IT outcomes. We work with you to understand your desired outcomes and assess your current state capabilities, competencies, and culture. We define the target state and perform a gap analysis. We identify the activities and timelines needed to achieve the target state and translate them into a visual roadmap. This will allow you to communicate your strategy quickly and easily to stakeholders and business leaders.

vmware®

Services for Multi-Cloud

Our comprehensive services for multi-cloud include designing, deploying, activating, integrating, and configuring your multi-cloud environment. This includes networking, mobility, and security to protect the network, workloads, and data. We define and automate IT processes and workflows, implement cloud cost management, and create policies, dashboards, and alerts for performance and capacity management. We help you operate and manage a multi-cloud environment by providing best practices and standard operating procedures for the cloud environment. We will define new IT and cloud roles and skills for your teams.

Our migration services include analyzing infrastructure and understanding dependencies between applications. Our iterative approach minimizes disruption to existing resources and operations and reduces risk.

We can also create and implement a cloud-based disaster recovery strategy so you can recover quickly from unplanned disruptions like natural disasters, hardware failure, human error, or cyberattacks.

Services for App Modernization

Our app modernization services will help you accelerate the delivery of software and modernize legacy apps, while reducing operating costs and risk. We can quickly prioritize which apps to modernize first and where each should run. We determine whether you should rehost, replatform, refactor, retire, or retain each app. Then we work with you to simultaneously and iteratively modernize applications, infrastructure, and teams. As new platforms are implemented, this is the ideal time for the development and IT organizations to optimize how they work together. We put automation and management processes in place to enable IT infrastructure, ops, and developers to reduce manual processing time, speed software releases, embed security, and reduce lifecycle costs.

The modernization process is iterative. We work alongside you, teaching you proven practices and helping you build a library of resources. This enables you to start small, scale fast, and begin executing application modernization in weeks, not months.

Services for Anywhere Workspace

Our services for Anywhere Workspace will help you move from an environment with fragmented security, operational complexity, and subpar employee experiences to a state where employees have secure, frictionless access to the applications and data they need on any device. We start by defining solution requirements, workforce personas, and use cases and create an adoption roadmap. We use an Activate, Expand, Transform approach which is focused on helping you realize value quickly and iteratively.

In the Activate phase, we build the environment using standardized architectures and quickly onboard the first persona group. In the Expand phase we iteratively add applications, devices, capabilities, and additional persona groups. The Expand phase repeats until all desired product features have been

implemented and all personas and devices have been onboarded. The Transform phase helps you to optimize operations around people and processes by leveraging analytics, enhanced monitoring, and advanced product features.

As workspace infrastructure and employee experiences are modernized, employees become more productive within a zero-trust compliant anywhere workspace. The IT team benefits from greater operational efficiencies.

Services for Networking and Security

Our networking and security services will help you create a secure network with the agility, flexibility, and operational efficiency offered by cloud. Our products and services create a software-centric approach for implementing networking and security functions across a distributed architecture, including SD-WANs.

We can assess your current environment, identify gaps in hardware readiness, and create a roadmap for complete virtualization. We can design and deploy a customized infrastructure including creating network configurations, migrating legacy equipment, and performing upgrades. We can also define and automate network configuration changes. We design virtual load balancers to distribute traffic among multiple servers and clouds. We build provisioning processes and integrate network services into self-service portals through APIs. We create dashboards and implement metrics for event performance and capacity management. We develop workflows and operating procedures and define new virtual networking roles and skills.

Our security assessment services help you identify security gaps and risks within your environment and prioritize remediation activities with an actionable roadmap based on Zero Trust and NIST frameworks. Our security services help you meet industry standards and regulations such as HIPAA and GDPR. We work with you to optimize security operations and spending to demonstrate adoption and implementation of a government or industry security policy. We can analyze your security posture and provide recommendations on remediation priorities as needed to meet a set of compliance requirements.

Network and micro-segmentation are key security features. We analyze network data to help create security policies, firewall rules, and security groups to protect your applications from intruders and to help you implement segmentation. We also implement network security to help you identify, detect, prevent, and respond to risks.

Benefits

VMware Professional Services has the experience, best practices, proven methodologies, and deep knowledge of VMware technology that can help you reduce risk and complexity, minimize disruption, and experience predictable outcomes. From developing your strategy and roadmap, to architecting, deploying, and integrating your environment, to implementing operations and management, we can help you realize outcomes faster.