



This service is designed to add a Sr Consultant to the Customer's staff for a 6-month or 12-month calendar period to assist the Customer with the management and day-to-day operations of their VMware onprem VCF environment. This is ideal for customers that are either new to VMware or who do not have SMEs available internally who need to augment their staff. The following license models qualify for this service:

- VMware Cloud Foundations (VCF)
  - VMware vSphere
  - vCenter
  - NSX
  - VCF / Aria Operations
  - VCF / Aria Automation
  - VCF / Aria Logs
  - vSAN

## Project Scope

The goal of the engagement is to provide the Customer with a resource who can help manage the Customer's VMware VCF onprem environment. This is not a redesign or reengineer type of role. The Sr Consultant will support the Customer's existing environment per VMware best practices. All services will be performed remotely over a concurrent 6 month or 12 month period. This is a time-based engagement and there are no deliverables.

To maximize the session, it is important that the Customer has their configuration requirements documented, and remote access prepared prior to the scheduled session. Configuration requirements will be completed via remote access on the existing Customer on-prem infrastructure as-is by the Architect assigned to the project. There will be little to no change to the existing buildout in order to meet the Customer requirements. There will be no milestones to meet beyond each months completion of service

After initiation of the project, the Customer will receive an email requesting the following information:

- 1.Scheduling: Open times for remote session schedule
- 2.Remote Access: Description of Remote Access Requirements
3. Stakeholders: Who the Customer would like the Sr Consultant to work with on a day-to-day basis
4. Regulations and Controls: Description of relevant regulations and controls that affect the environment - software development lifecycle, administrative, HIPAA, regulatory, security and audit controls, etc.

The engineer will remote in during the scheduled times throughout the residency to complete operations and maintenance tasks for the Customer's environment.

Services are limited to the following configuration assumptions:

- VMware VCF standard onprem environments
- If configuration is required beyond core operations tasks or are more complex or requires additional functionality, a custom Scope of Work can be developed to meet the Customer's needs.