



## Solution Brief

### Key Benefits

- Faster advancement of private cloud capabilities
- Reduced operational and implementation risk
- Access to specialized VCF expertise
- Improved team readiness and skill development

## VMware Cloud Foundation 9 Extending Expert Team Service

Building a modern private cloud on VMware Cloud Foundation (VCF) delivers greater control, security, and flexibility, but expanding capabilities, implementing new features, or operationalizing advanced services often requires more time and expertise than internal teams can provide.

Extended Expert Team Services augment your organization with experienced VCF specialists who work alongside your team to accelerate private cloud maturity. These experts provide guidance, task prioritization, demonstrations, and hands-on knowledge transfer to help you overcome challenges, bridge skill gaps, and advance your cloud initiatives with confidence.

Each engagement is delivered by a focused team typically including architects, consultants, and a project manager aligned to specific capability areas such as infrastructure, automation, operations, security, data protection and multi-tenancy. This ensures your organization receives targeted expertise exactly where it is needed.

### Overview

- Health checks, installation, upgrades, and troubleshooting of VCF components; commissioning/decommissioning; high availability configuration; storage replication; multi-tenancy; NSX network virtualization and VPC design; advanced networking security and application availability.
- Validation of VCF Operations health; installation, upgrades, and troubleshooting for logs and network visibility; creation of custom dashboards, log analytics and monitoring.
- Installation, configuration, and integration of VCF Automation with IPAM, DNS, authentication, VCF Operations, and NSX; development of self-service catalogs.
- Integration of VCF with broader enterprise systems to align with management, security, and access requirements.
- Disaster recovery strategy development; implementation and configuration of VMware Live Recovery; ransomware readiness assessments and security capability reviews.



## Solution Brief

### Key Benefits

- Flexible staffing aligned to business priorities
- Best-practice architecture and configuration
- Accelerated adoption of advanced VCF features
- Minimal disruption to ongoing operations

- Consumers & Services: Tenant onboarding; multi-tenant; tenant configuration; resource management.

### Benefits

**Specialized Expertise on Demand:** Access VCF architects and consultants with deep technical knowledge across multiple domains.

**Accelerated Private Cloud Maturity:** Advance your cloud capabilities faster with targeted expert support.

**Reduced Operational Risk:** Expert guidance minimizes disruptions and ensures best-practice implementation.

**Enhanced Team Capability:** Hands-on demonstrations and knowledge transfer strengthen internal skills.

**Flexible Engagement Model:** Choose one or more focus areas based on your priorities and resource needs.

**Seamless Integration with Existing Operations:** Experts work alongside your team to complement and expand expertise.



## Service Scope Overview

The following service scope defines the parameters under which this service will be delivered. They establish the scope, supported components, and design boundaries to ensure clarity, consistency, and alignment with agreed objectives. Each parameter represents a specific aspect of the service design or implementation. By outlining these parameters, the documentation provides a transparent framework for delivery, enabling predictable outcomes and minimizing risk. This structured approach ensures that all stakeholders share a common understanding of what is included, how it will be executed, and the boundaries within which the service operates.

## VMware Cloud Foundation 9 Extended Expert Team Services

This service augments customer organizations with specialized VCF 9 expertise to accelerate private cloud maturity, implement advanced features, and operationalize cloud services. The Extended Expert Team provides focused technical specialists who work alongside customer teams to overcome challenges, bridge skill gaps, and advance cloud initiatives through hands-on guidance, task prioritization, demonstrations, and knowledge transfer.

The engagement delivers targeted expertise across six capability areas: Virtualized Infrastructure, Automated Operations, Services Consumption, Security Governance & Compliance, Data Protection & Recovery and Multi-Tenant Consumers & Services. Each engagement is staffed with architects, consultants, and a project manager aligned to specific capability areas based on customer priorities and resource needs.

## Service Capability Areas

### Capability Area 1: Virtualized Infrastructure

- Health checks, installation, upgrades, and troubleshooting of VCF components (SDDC Manager, vCenter Server, NSX Manager, vSAN, ESXi)
- Host commissioning and decommissioning workflows
- High availability configuration (vSphere HA, vSphere DRS, vSAN fault domains, vSAN stretched clusters)
- Storage architecture and optimization (vSAN Express Storage Architecture, vSAN Original Storage Architecture, vSAN HCI Mesh)
- vSphere Replication configuration for disaster recovery
- Multi-tenancy architecture and resource isolation (workload domains, resource pools, vSphere namespaces)
- NSX network virtualization and VPC design (VPC networks, Transit Gateway, Tier-0/Tier-1 gateway routing, segment design)
- Advanced networking security (NSX Distributed Firewall, NSX Gateway Firewall, micro-segmentation policies)
- NSX Distributed IDS/IPS configuration and policy tuning



- NSX Advanced Load Balancer (AVI) integration and configuration for application delivery
- vSphere Distributed Switch configuration and network optimization
- VM Service configuration for Supervisor-based VM provisioning

## Capability Area 2: Automated Operations

- VCF Operations health validation and troubleshooting
- Installation, upgrade, and configuration of VCF Operations components (VCF Operations Analytics cluster, VCF Operations Fleet Management, VCF Operations for Logs, VCF Operations for Networks)
- Custom dashboard creation (capacity planning, performance monitoring, cost analysis)
- Log analytics configuration and custom query development
- Alert definition and notification workflows
- Network visibility and flow analytics using VCF Operations for Networks
- Capacity planning models and what-if analysis
- Cost management and chargeback reporting
- Integration with VCF Automation
- Compliance dashboard configuration
- Super Metrics creation for advanced monitoring

## Capability Area 3: Services Consumption

- VCF Automation installation, configuration, and upgrade
- Cloud Assembly configuration for multi-cloud blueprints
- Service Broker catalog development and self-service portal configuration
- Cloud Templates creation with vSphere, NSX, and storage
- Integration with VCF Identity Broker for SSO and RBAC
- VCF Automation Orchestrator workflows and custom actions
- VM Service configuration on vSphere Supervisor
- vSphere Kubernetes Service (VKS) cluster provisioning automation
- Kubernetes-based workloads
- API integration
- Infrastructure-as-code automation
- Approval policies and governance controls in VCF Automation



## Capability Area 4: Security Governance & Compliance

- NSX vDefend implementation
- Security Services Platform for vDefend Advanced Threat Prevention, IDS/IPS, MPS, and NTA
- NSX Gateway Firewall configuration
- Micro-segmentation strategy and zero-trust architecture implementation
- Security hardening of VCF components
- vSAN encryption configuration (data-at-rest and data-in-transit)
- VM encryption using vSphere Native Key Provider or external key management
- Role-based access control (RBAC) configuration across the VCF stack
- VCF Identity Broker configuration for centralized identity management
- Compliance reporting using VCF Operations
- Security audit logging and SIEM integration preparation
- Malware detection and prevention using NSX Malware Prevention

## Capability Area 5: Data Protection & Recovery

- Live Recovery implementation and configuration
- Live Recovery disaster recovery strategy and site pairing
- Live Recovery protection groups and recovery plans
- Live Recovery replication configuration and RPO/RTO validation
- Live Recovery failover and failback testing
- Live Recovery testing automation and runbook development
- vSphere Replication configuration for VM-level protection
- vSAN stretched cluster configuration for synchronous replication
- vSAN immutable snapshots and recovery point management
- HCX installation and configuration for workload migration and disaster recovery
- HCX Network Extension for Layer 2 connectivity
- HCX Mobility Optimized Networking (MON) configuration



## Capability Area 6: Multi-Tenant Consumers & Services

- Tenant onboarding and automation using VCF Automation
- Multi-tenant architecture design (dedicated workload domains, shared workload domains with resource pools)
- Tenant policy configuration in VCF Automation (quotas, limits, lease policies)
- Resource management controls (compute reservations, storage policies, network segments)
- NSX Distributed Firewall policies for tenant isolation
- Self-service portal customization for tenant users
- Tenant lifecycle management automation

Specification	Quantity
<b>Engagement Duration</b>	
Minimum Engagement Duration	One (1) month
<b>Expert Team Composition</b>	
Consulting Architect(s)	Up to two (2)
Sr. Consultant(s)	Up to two (2)
Sr. Project Manager	Up to one (1)
Total Team Members	Up to five (5)
<b>Time Allocation</b>	
Maximum weekly office working hours per team member (Monday – Friday)	Up to forty (40)

## Service Deliverables

- Weekly Status Reports (progress updates, accomplishments, upcoming tasks, risks/issues, team member time allocation)
- Architecture Documentation (design documents for implemented solutions, architecture decision records, reference diagrams, VCF component architecture)
- Configuration Workbooks (detailed configuration parameters, as-built documentation, validation procedures)
- Knowledge Transfer Sessions (hands-on demonstrations, Q&A forums, recorded sessions if requested)
- Runbooks and Operational Procedures (step-by-step operational guides, troubleshooting procedures, escalation paths, maintenance procedures)



- Implementation Artifacts (PowerShell/PowerCLI scripts, VCF Automation blueprints and workflows, custom dashboards in VCF Operations, NSX security policies and configurations)
- Final Engagement Report (executive summary of accomplishments, capability maturity improvements, lessons learned, recommendations for next steps, suggested follow-on activities)

### Milestones, deliverables, and Payment Schedule

All engagements are defined through a customized scoping process to align with project-specific requirements. Pricing and deliverables are determined individually based on the outcome of this scoping. All coordination is handled exclusively through the assigned Account Manager

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