



## Solution Brief

### Key Benefits

- Full modernization across all domains
- Lower operational overhead
- Stronger security posture
- Predictable upgrade process

## VMware Cloud Foundation 9 Upgrade Service

Upgrading from VMware Cloud Foundation 5.x to 9.x is more than a technical refresh: it's a strategic leap into a modern, unified cloud operating model.

This service delivers a fully guided transformation that modernizes both the Management Domain and all Workload Domains, ensuring your entire cloud platform benefits from the performance, security, and lifecycle advancements introduced in VCF 9. Our experts lead you through a structured upgrade journey that begins with an assessment of your current environment and ends with a fully validated, future-ready cloud foundation. Along the way, we streamline lifecycle operations, modernize identity and security services, unify management tooling, and transition your environment to VMware's latest lifecycle model.

The upgrade is executed with precision to minimize disruption, maintain workload continuity, and ensure that every domain, from core infrastructure to workload clusters, is aligned with VMware's best practices.

The result is a cloud platform that is more secure, more efficient, and far easier to operate, giving your teams the confidence and agility they need to support modern workloads.

### Overview

- End-to-end upgrade of VMware Cloud Foundation from 5.x to 9.x
- Modernization of both the Management Domain and all Workload Domains
- Transition to unified, image-based lifecycle management with VCF Operations
- Upgrade of core infrastructure services, identity components, and lifecycle tooling
- Alignment of networking, storage, and security configurations with VCF 9 architecture
- Full validation of upgraded domains, workloads, and operational readiness
- Documentation and knowledge transfer to support ongoing operations



## Solution Brief

### Key Benefits

- Improved platform performance
- Unified lifecycle management
- Reduced risk of configuration drift
- Fully aligned with VMware best practices

### Benefits

**Full-Stack Modernization:** Upgrade both Management and Workload Domains to a unified, modern VCF 9 architecture.

**Reduced Upgrade Risk:** A structured, validated process minimizes downtime and ensures predictable outcomes.

**Stronger Security and Compliance:** VCF 9 introduces modern identity services, hardened components, and updated NSX capabilities.

**Simplified Lifecycle Operations:** Unified, image-based lifecycle management reduces operational overhead and complexity.

**Improved Performance and Stability:** Upgraded vCenter, ESXi, NSX, and management services deliver a more resilient cloud platform.

**Future-Ready Cloud Foundation:** VCF 9 aligns your environment with VMware's long-term cloud strategy and support roadmap.



## 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 Upgrade Service Scope

The Upgrade Service for VMware Cloud Foundation 5.x to 9.x enables a seamless transition while minimizing business disruption. Our proven methodology manages the entire upgrade lifecycle for the Management Domain and the Workload Domain, from initial assessment through final validation. This ensures enhanced cloud infrastructure capabilities with reduced risk and a faster return on investment, enabling the customer to maximize their investment in modern cloud infrastructure.

### Management Domain Upgrade

Specification	Parameter
<b>Phase 1: Pre-Upgrade</b>	<b>Activities</b>
Environment Assessment	Verify VCF 5.x version compatibility up to one (1)
Aria Suite Lifecycle	Patch to version 8.18 Patch 2 or later up to one (1)
Aria Operations	Patch to version 8.18 or later up to one (1)
VUM to vLCM Transition	Transition baseline clusters to vLCM images (if using VUM)
Backup and Snapshot	Create SDDC Manager snapshot and component backups.
Deploy VCF Installer and download binaries.	Up to one (1)
Pre-check Execution	Upgrade prechecks and resolves backlog.
<b>Phase 2: Management Components</b>	<b>Activities</b>
VCF Operations	Upgrade Aria Operations 8.18 to VCF Operations 9.x up to one (1)
VCF Operations Fleet Management	Deploy fleet management appliance (deployed automatically during Aria Operations upgrade)
VCF Automation	Import and upgrade Aria Automation 8.18 to VCF Automation 9.x
VCF Operations for Logs	Deploy VCF Operations for Logs 9.x (fresh install, no upgrade path from Aria Operations for Logs 8.x)
VCF Identity Broker	Deploy VCF Identity Broker 9.x (new mandatory component)



Phase 3: Core Components	Activities
SDDC Manager	Upgrade to version 9 or later up to one (1)
NSX Manager	Upgrade NSX to version 9.x up to one (1)
vCenter Server	Upgrade vCenter to version 9.x up to one (1)
ESXi Hosts	Upgrade ESXi to version 9.x
Phase 4: Post-Upgrade	Activities
Validation	Verifying all components is operational.
Configuration	Configure VCF Operations as the primary lifecycle management tool
Documentation	Update configuration documentation

## VI Workload Domain Upgrade (Standard)

Specification	Parameter
Phase 1: Pre-Upgrade	Activities
Workload Domain Validation	Verify domain health and component compatibility up to one (1)
VUM to vLCM Transition	Transition baseline cluster to vLCM images (if using VUM) up to one (1)
Backup	Create vCenter and NSX backup.
Pre-check Execution	Upgrade prechecks and resolves backlog.
Phase 2: Core Components	Activities
NSX Manager	Upgrade NSX to version 9.x up to one (1)
vCenter Server	Upgrade vCenter to version 9.x up to one (1)
ESXi Hosts	Upgrade ESXi to version 9.x up to ten (10)
Phase 3: Post-Upgrade	Activities
Validation	Verifying that all components are operational.
Cleanup	Remove snapshots and validate backups.
Documentation	Update configuration documentation.



## Milestones, deliverables, and Payment Schedule

Milestones #	Deliverables	Total Credits
Milestone #1	<ul style="list-style-type: none"><li>Kick-Off Meeting</li></ul>	60
Milestone #2	<ul style="list-style-type: none"><li>Upgrade Planning Document</li><li>Pre-upgrade Assessment Report</li></ul>	117
Milestone #3	<ul style="list-style-type: none"><li>Configuration and Verification Workbook</li><li>Project closure meeting</li></ul>	77
<b>Total</b>		<b>254</b>

- MBCOM PSO estimates that the project will take 2 weeks to complete
- Any requirement for hybrid or on-site delivery shall be subject to prior agreement and coordination with the Account Manager and may result in adjustments to scope, timeline, and commercial terms

[Commercial & Contractual Terms](#)