



VMware SASE Designated Resident Engineer Service

SD-WAN consultant

Key benefits

- Augmentation of your existing Day 2 Operations and Support staff with an experienced SD-WAN Consultant to ensure successful operations and support of your infrastructure
- On the job training of your Day 2 Operations and Support staff to ensure long term self-sufficiency

Pricing and scoping

VMware SASE Designated Resident Engineer Service is available as an annual subscription and on a per week basis. For pricing, please contact your local VMware sales representative.

Terms and conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

www.vmware.com/files/pdf/services/tc.pdf

For more information

For more information, please reach out to your local VMware representative.

Overview

The VMware SASE™ Designated Resident Engineer Service includes a designated SD-WAN Consultant resource operating from a remote location but available to travel onsite, as an option, if necessary. The SD-WAN Consultant will have the relevant skills and experience to assist with one or more of your Day 2 Operations & Support, Design & Configuration and Knowledge Transfer & Training needs. This service is available on an annual subscription and per week basis.

In-scope services	
Operations & Support	First point of escalation for technical issues and bugs
	Troubleshooting sites in production – liaison with VMware Support to manage and monitor cases, if required
	Lead meetings between Customer, VMware Support and Engineering if bugs/known issues encountered during the operation
	Participate in calls with customer and customer vendors that are part of the customer network to validate successful integration
	Assist in maintenance windows to validate HA and DR scenarios
	Liaise with technical VMware internal resources to solve specific inquiries (Security, Cloud Ops, others)
	Initiate and manage RMA process for hardware failures (will be dictated by Customer Support Agreements)
	Work with customer and/or customer partner for any MACD activities
	Immediate availability and support during critical outages

In-scope services	
Design & Configuration	<p>Design review and/or new design(s) not included in the HLD/LLD</p> <p>Propose config changes to improve performance of sites</p> <p>Complete configuration changes requested by the customer</p> <p>Create and/or modify Edge profiles</p> <p>Create and/or modify alerts</p> <p>Execute upgrades of SD-WAN environment</p> <p>Carry out analysis and study of available new software versions</p> <p>Consultancy for future projects and give recommended architecture</p> <p>Assist with recommendations and upgrades of any existing SD-WAN branch hardware</p> <p>If lab/test environment available, utilize to verify operation and impact of possible changes in the SD-WAN solution</p> <p>Design review and/or new design(s) not included in the HLD/LLD</p>
Knowledge Transfer & Training	<p>Assist customer with drafting and/or maintaining SD-WAN documentation</p> <p>Execute training activities on SD-WAN solution as implemented</p> <p>Support customer in activities related to consuming API, provide official VMware information, and supervise functionality</p>