



# VMware SASE Professional Edge Upgrade as a Service

## At a glance

Stay current with VMware's recommended software version with minimal downtime.

## Key benefits

- Deliver software upgrades faster, while avoiding production impacts and reducing risks to the operation.
- Confidence that upgrades and tasks are performed by VMware experts that have handled thousands of upgrades worldwide.
- Leverage VMware expertise to choose the best version for your environment

## Pricing and scoping

For detailed pricing, please contact your local VMware representative.

## Terms and conditions

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[www.vmware.com/files/pdf/services/tc.pdf](http://www.vmware.com/files/pdf/services/tc.pdf)

Edge Upgrade-as-a-Service (EUaaS) enables companies to remain up-to-date with VMware's recommended software version, ensures an efficient overall maintenance duration, increased stability, and allows efficient adoption of new features. Staying current with the recommended version provides a competitive edge and offers significant business and operational benefits.

The service is performed in cycles to complete a network upgrade in a timely manner while minimizing downtime. The upgrade duration is determined based on the number of Edges and complexity of the network.

## Typical upgrade cycle activities

- Discovery sessions are held with the customer to understand the environment, identify critical sites and applications, define communication channels, and upgrade schedules.
- VMware identifies the recommended release for the customer based on the features being used and feedback from the field and engineering.
- VMware performs an upgrade risk analysis from the source and target version to evaluate if any modifications are required in the configuration or migration plan prior to the upgrade.
- VMware reviews that the engineering test plan has the features used by the customer. If gaps are identified, VMware tests any missing combinations in a virtual environment.
- VMware agrees on a verification plan with the customer.
- VMware creates a procedure document that reflects the overall upgrade plan.
- VMware executes the upgrade on behalf of the customer and provides regular status updates with all stakeholders throughout the process.
- At the end of the upgrade cycle, a retrospective call is held with the customer stakeholders to identify areas of improvement.

**Note:** The upgrade cycle depends on the number of Edges to be upgraded. A typical network of around 100 Edges will have an upgrade cycle of approximately 4-6 weeks.

The VMware SASE Professional Services (PS) team provides a comprehensive portfolio of services that takes advantage of the unique opportunities enabled by VMware technology. The team collaborates with enterprise customers to drive their IT transformation—delivering valuable results for their business.