



VMware SASE Enterprise Optimization Essentials Service Package

Enabling WAN transformation

At a glance

SASE Enterprise Optimization Essentials Service provides direct access to SASE specialists and account management resources who ensure your environment is optimally designed, implemented and operated.

Key benefits

- Access to deep technical expertise, world class support and an outcome focused customer success team
- Leverage real-time data analytics to drive business decisions and network improvements
- Receive advanced and customized technical and strategic networking guidance

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

www.vmware.com/services

VMware SASE™ currently manages over 10k customers and over 350k devices worldwide. The VMware SASE Enterprise Optimization Essentials Service Package enables customers to leverage VMware SASE expertise with deep analysis of the network and comparing it with the broader customer base in the same industry. This insight from a wide range of data sources is followed by clear recommendations on how to optimally design, deploy and operate your SASE implementation.

Taking it to the next level

The VMware SASE Enterprise Optimization Essentials Service is an all-inclusive package designed to ensure your environment is optimally designed for maximum effectiveness and productivity. A thoughtful blend of value-add technical analysis and reports backed with industry leading account management resources, this convenient offering creates the foundation for a scalable and dependable network. The table below outlines the services included in this package.

Enterprise Optimization Essentials Package	
Security Assessment 2x/year	This SASE security assessment report provides visibility into specific weaknesses and deficiencies in the security controls employed during the system deployment or post-deployment on the different SASE security components. The result of the findings generated during the SASE security control assessment provide valuable information that facilitates a disciplined and structured approach to mitigating risks in accordance with organizational priorities and helps to determine the initial remediation actions and the prioritization of such actions.
Health Check 2x/year	The Health Check service provides a comprehensive review of your environment, including a review of your High-Level and Low-Level Designs to make sure it is following VMware's best practices. It also includes a review of your orchestrator as well as an Edge Health Assessment (per Edge) covering CPU/Memory/Alerts.
WAN Performance Report 2x/year	A WAN Performance Analysis provides an executive level briefing of your network performance along with recommendations applicable to specific regions, it also includes sorted edge performance by capacity and quality of experience (QOE). Your results will be baselined against industry and similar deployments.

Pricing and scoping

All the listed services will be delivered remotely. For pricing, please contact your local VMware sales representative.

For more information

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

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

This service must be delivered and accepted within the first twelve (12) months of purchase, or the service will be forfeited. Pricing for this service excludes travel and other expenses. For detailed pricing, contact your local VMware representative.

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WAN Performance Report 2x/year	A WAN Performance Analysis provides an executive level briefing of your network performance along with recommendations applicable to specific regions, it also includes sorted edge performance by capacity and quality of experience (QOE). Your results will be baselined against industry and similar deployments.
Upgrade Benefit Analysis 4x/year	The VMware SASE/SD-WAN Upgrade Benefit Analysis Service helps you make an informed decision to determine if a software upgrade would be beneficial. The document outlines the benefits of upgrading to a specific target/recommended release including new features/capabilities and fixed bugs. This analysis will also Identify risks associated with any open/known bugs that may affect your implemented features.
Outage Savings Report (ROI) 2x/year	The Outage Savings Report will provide a return of investment analysis for your VMware SD-WAN Deployment. VMware will compare your deployment against hundreds of similar deployments, based location, and number of edges, to provide you clear insights and action items for your consideration.
Customer Success Manager 1 day/week	Your CSM is your advocate inside VMWare and will partner with you on upgrades, expansions, and additional services. They will help leverage VMWare resources to support your business objectives and will be your single point of contact for escalations. The CSM will champion your new feature requests within the VMWare functional teams. Their success is measured by your success.
Support Success Manager 1 day/week	Your SSM is your trusted technical advisor and will become familiar with your team, use cases, environment, and act as your single point of contact for your support-related activities. They will work with you to: <ul style="list-style-type: none"> • Provide support request and critical situation management • Facilitate recurring team meetings to review support requests, status updates, and upcoming projects • Ensure root cause analysis is documented for your critical support requests • Assist in coordinating VMWare resources and provides guidance for multi-vendor troubleshooting efforts • Coordinate proactive support services

Customer Profile

You should consider the VMware Enterprise Optimization Essentials Service if:

- You have recently made a substantial investment into the SASE platform, or plan to do so and are eager to quickly get the maximum possible return.
- Operate a network environment where applications and uptime are critical.
- You want in-house expertise to educate and support your networking team and to help identify opportunities to optimize your SASE investment