



# VMware SASE Health Check Service

## At a glance

VMware SASE Health Check assesses configuration and alerts of every VMware Edge ensuring the optimal state of the deployment.

## Key benefits

- Assurance that deployment follows best practices
- Potential discovery of hidden issues to prevent outages

## Pricing and scoping

VMware SASE Health Check includes a report, 4 customer meetings and up to 5 business days of service.

The Health Check report will be presented via a conference call.

## For more information

More information about the VMware Health Check Service, please reach out to 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)

VMware SASE currently manages 10k+ customers and over 350k devices worldwide. The VMware SASE Health Check service provides a comprehensive review of your SASE environment to make sure it's following VMware's best practices.

The service requires VMware SASE Orchestrator access in case of on-premises deployment. It is a one-time service and reviews:

## VMware SASE customer success management services

- **High-level Design (HLD) and Low-level Design (LLD):** VMware team will offer full review of the HLD and LLD documents provided by the customer. In the event, customer does not have the necessary documentation, VMware will provide templates for customer to fill. Design review will be limited to information provided in the documents. Also, implementing any changes or investigation beyond devices controlled by VMware is out of scope of this service.
- **Orchestrator configuration:** Review of implemented orchestrator configuration to verify that it correctly reflects the HLD and LLD.
- **VMware notifications on software updates and best practices:** VMware proactively will notify customers on improper configuration or potential defects. We will review all notifications with the customer.
- **Edge Health Assessment:** Per Edge report covering CPU/memory/alerts
- **Propose next steps:** We will rate all issues found during the Health Check and propose next steps on how to address them.

As with all VMware Professional Services, we focus on transferring knowledge so you can operate and improve your VMware environment, reduce costs, and accelerate business breakthroughs on your own.

## Customer profile

You should consider the VMware Health Check Service if:

- You already have VMware SASE deployed in your production environment.
- 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.