



# VMware SASE Upgrade Benefit Analysis Service

## At a glance

VMware SASE Upgrade Benefit Analysis Service outlines the benefits of upgrading the software for your specific SASE implementation.

## Key benefits

- Take advantage of new features/capabilities
- Upgrade with confidence to a recommended release

## Pricing and scoping

The service is delivered remotely and includes a report and up to two customer meetings.

## For more information

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

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The VMware SASE Upgrade Analysis Service helps you make an informed determination on whether or not to upgrade the software version running on your VMWare SASE implementation.

The Upgrade Analysis report will include the following:

- Outline of the benefits of upgrading to a specific target/recommended release including new features/capabilities and fixed bugs.
- Identify risks associated with any open/known bugs that may affect the customer implemented features.
- Upgrade Best Practices section: Generic indications of recommended actions to guarantee a successful upgrade.

## Assumptions

Customer provides High-Level and Low-Level Design Documents. If not available, VMware will provide corresponding template documents for customer to complete.

For on-premises implementations, this service requires VMware SASE Orchestrator access.

## Out of scope

The following is considered to be out of scope for the Upgrade Benefit Analysis Service:

- Escalation support due to unexpected results of the upgrade
- Additional upgrade recommendations after the initial recommendation
- Implementation of the recommendations
- Defining an upgrade plan
- Follow up calls after delivering the upgrade analysis
- Perform an Upgrade Benefit Analysis without a design review