

## Overview

Customers who want trusted, dedicated virtualization expertise can engage a VMware Certified Professional (VCP) consultant through the Sublime VMware Resident Program. Resident consultants are placed on-site at the customer location, and are available on a daily basis during project kickoff, design, build, and production phases. Consultants focus on customer-specific virtualization needs and give guidance about best practices.

Sublime VMware Residents may fulfill a customer's need for IT staff that are generally knowledgeable about virtualization, or are specialists in a particular area of virtualization. Based on a customer's need and request, an appropriate Resident is staffed for their program. By hosting a Resident, customers can improve productivity, consistency, and efficiency of their virtualization project. By participating in the Resident Program, VMware partners expose their senior consultants to advanced issues in virtualization, and thereby expand their range of possible service offerings.

## Target Audience

- New and existing VMware Infrastructure 3 customers and partners who want the benefits of an on-site, trusted Resident consultant with focused virtualization expertise
- Companies that want to supplement their existing IT staff with a knowledgeable virtualization specialist
- Companies that want to further develop their consultants' virtualization expertise.

## Key Benefits

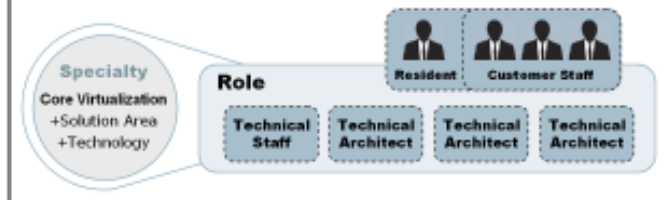
- Able to shorten timelines by having the appropriate resources when needed
- Provides an IT staff resource with virtualization knowledge
- Access to exclusive VMware technical content, best practices, resources and knowledge bases

## Potential Activities

- Hands-on planning, building, and roll-out of virtual infrastructure
- Best practices guidance on installation, setup, and operating infrastructure for the virtual environment
- Role- and implementation-specific deliverables based on customer-specific needs such as project planning, gap analysis, installation, configuration and operations

## Key Activities

- Fill gaps in staff resources and skill sets
- Leverage best practices and cross-functional expertise
- Speed time-to-value
- Flexible terms of 3 months to 3+ years
- Delivered via custom SOW



## Scope and Pricing

- Up to 2 days on-site
- Maximum of 5 participants
- VMware Lab Manager Jumpstart delivered by a Certified Professional Consultant
- Contact the Sublime Virtualization Group at 877-273-1200 for pricing information

## Requirements

- VMware Lab Manager and ESX Server 3.x host
- VMware Lab Manager hardware
- Conference room with projector and networked desktops/laptops running MS Windows 2000 or higher

## Further Information

For more information, please call the Sublime Virtualization Group at 877-273-1200, or visit us on the web at [www.sublimesolution.net](http://www.sublimesolution.net).