stack8s – VMware Alternative Setup

G-Cloud 15 Service Definition

VMware Alternative Setup is a Lot 3 Cloud Support service that helps public sector organisations transition from VMware to cost-effective virtualisation platforms. It provides consultancy, installation, and configuration of alternatives including OpenStack, Proxmox VE, oVirt, XCP-ng, Nutanix AHV, and Microsoft Hyper-V, along with infrastructure assessment, migration planning, deployment, and ongoing support for secure, scalable operations.

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1. Service description

VMware Alternative Setup delivers end-to-end consultancy and implementation services to move virtualised workloads from VMware vSphere to modern, cost-effective hypervisor platforms. The service covers assessment of current VMware environments, technology selection, platform deployment and configuration, workload migration, and post-migration support and optimisation.

The service is aimed at public sector organisations facing rising VMware licensing costs or seeking to reduce vendor lock-in by adopting open-source or alternative commercial virtualisation solutions. Engagements are delivered by infrastructure and virtualisation engineers who work alongside internal platform teams to transfer knowledge and embed sustainable operating practices.

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2. Service features and benefits

2.1 Service features

- **Assessment of existing VMware infrastructure and workloads** – Structured analysis of current vSphere environments, including compute, storage, networking, dependencies, and licensing position.
- **OpenStack, Proxmox VE and oVirt installation and configuration** – Deployment of open-source virtualisation platforms tailored to customer requirements for compute, storage, and networking.
- **XCP-ng, Nutanix AHV and Microsoft Hyper-V deployment** – Installation and configuration of additional alternative hypervisors where these better fit technical or commercial needs.

- **VM workload migration from VMware vSphere to alternatives** – Migration of virtual machines from vSphere to the target platform using structured runbooks and tested tooling.
- **Storage and networking configuration for virtualisation platforms** – Design and implementation of storage backends (local, shared, software-defined) and network configurations (VLANs, SDN, overlay) for the new platform.
- **High availability and disaster recovery setup** – Configuration of HA clustering, failover, and DR capabilities to protect workloads on the new virtualisation platform.
- **Performance testing and optimisation of virtualised environments** – Load and stress testing of migrated workloads, followed by tuning of compute, memory, storage, and network performance.
- **Knowledge transfer and training for platform teams** – Hands-on training and documentation for internal teams to operate, maintain, and extend the new platform.
- **Backup and snapshot management configuration** – Setup of backup policies, snapshot schedules, and retention aligned with organisational requirements.
- **Ongoing post-migration support and troubleshooting** – Continued support after cutover to resolve issues, tune performance, and stabilise operations.

2.2 Service benefits

- **Reduced VMware licensing costs** by moving to open-source or lower-cost commercial alternatives, freeing budget for other priorities.
- **Elimination of vendor lock-in** through adoption of platform-independent hypervisors and open standards.
- **Minimised migration risk** with structured assessment, planning, and controlled delivery using tested runbooks.
- **Improved infrastructure scalability** by leveraging modern hypervisors designed for elastic and distributed workloads.
- **Minimal downtime** during migration through rehearsed cutovers and phased migration approaches.
- **Enhanced security and compliance** via standardised, policy-driven configurations aligned with organisational and regulatory requirements.

- **Optimised infrastructure spend** through right-sizing recommendations and removal of unused or over-provisioned resources.
- **Increased team capability** as internal staff gain skills through hands-on training and embedded knowledge transfer.
- **Improved system reliability** with tested, validated configurations and documented operational procedures.
- **Simplified operations** through unified management tooling and consistent operational practices across the virtualisation estate.

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3. Service constraints

- Support and delivery are primarily remote; on-site engagements are available by agreement and may be scoped separately.
- Customer environments must meet agreed minimum network, security, and access requirements to allow safe and effective work.
- Migrations are scheduled within defined change windows agreed with the buyer to manage risk and minimise business disruption.
- Scope excludes unrelated application feature development that is not part of migration or modernisation activities.
- Successful delivery depends on timely access to subject-matter experts and key stakeholders within the buyer organisation.

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4. User support

- **Email and ticketing support:** Available, with responses to tickets and questions within four working hours Monday–Friday, 9am–5pm GMT; outside these hours responses are best-effort and triaged on the next business day.
- **Phone support:** Available 9am–5pm UK time, Monday to Friday for active engagements.

- **Web chat support:** Available 9am–5pm, seven days a week with an AI chatbot, delivered on a platform designed to meet WCAG 2.2 AA accessibility standards (keyboard-only navigation, screen-reader checks, high-contrast verification).

VMware Alternative Setup uses a single standard support level included in day-rate or fixed-price engagement costs; there are no separate per-user or per-ticket fees. For larger programmes, an assigned technical account manager or lead cloud support engineer can act as a primary contact for planning, escalation, and service reviews, scoped and priced in the statement of work.