

VMware Cloud Advisory & Professional Services

1. Service Overview

VMware Cloud Advisory & Professional Services provide professional consultancy support to help organisations plan, optimise, and govern VMware platforms across cloud and hybrid environments. The service supports buyers with assessments, strategy, and advisory activities aligned to VMware-based infrastructures.

Phoenix Software has been a VMware partner for more than 15 years and holds **VMware by Broadcom Pinnacle Partner status**, supported by deep competencies across virtualisation, hybrid cloud, and network security. Phoenix also holds **Broadcom Expert Advantage Partner (EAP)** status for consulting services, demonstrating proven technical depth, delivery capability, and real-world advisory experience across VMware technologies.

The service is advisory and time-bound. It does not include managed services or ongoing operational responsibility.

2. Service Scope

The service may include the following activities:

- VMware estate and capability assessments
- VMware cloud and hybrid strategy development
- Architecture and design advisory
- Platform optimisation and efficiency reviews
- Licensing and commercial impact considerations
- Migration and transition planning support
- Risk, dependency, and constraint analysis
- Governance and operating model advice
- Roadmap and recommendation development
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All activities are delivered as professional services and tailored to buyer requirements agreed at call-off.

3. What the Service Includes

- Professional VMware consultancy
- Assessments and advisory reviews
- Written recommendations and roadmaps
- Knowledge transfer and engagement close-out

4. What the Service Does Not Include

The service does **not** include:

- Managed VMware platform services
- Implementation or configuration activities
- VMware licensing resale
- Monitoring or operational support
- Third-party services unless explicitly agreed

5. Service Delivery Model

- Delivered onsite, remotely, or using a hybrid approach
- Engagements are time-bound and scoped at call-off
- Delivered using time and materials, fixed price, or drawdown models
- Resource mix, duration, and deliverables agreed before commencement

6. Onboarding

Engagements begin with a mobilisation phase, which may include:

- Confirmation of objectives and scope
- Agreement of governance and stakeholders
- Identification of information and access requirements
- Scheduling of assessment and advisory activities

A delivery plan is agreed prior to work starting.

7. Exit and Offboarding

At the end of the engagement:

- All agreed outputs and documentation are delivered to the buyer
- Findings and recommendations are presented
- Knowledge transfer activities are completed
- Buyer data is returned or securely deleted as agreed
- No ongoing service commitment applies beyond the engagement

8. Security and Data Handling

- Consultants follow buyer security and access policies
- Access to systems and data is limited to agreed scope
- Buyer information is handled securely and confidentially
- Data protection and confidentiality requirements are followed

9. Service Constraints and Dependencies

- Delivery depends on access to VMware environments and documentation
- Outputs are advisory and based on information available at the time
- Outcomes depend on buyer implementation decisions

10. Pricing

Pricing is agreed at call-off and may be based on:

- Time and materials (daily rates)
- Fixed-price advisory engagements
- Drawdown consultancy days
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Pricing excludes VAT and third-party costs unless otherwise agreed.

11. Service Management and Governance

- Engagement governance is agreed at call-off
- Progress reporting is provided throughout delivery
- Issues and risks are managed through agreed escalation routes

12. Contact and Support

Support during the engagement is provided through the agreed delivery team. Any post-engagement support must be agreed separately.