

## Unique value proposition

# Managed VMware.

Managed VMware Service provides scalable support capability that covers the VMware platform built within Azure. Azure VMware Solution (AVS) provide a jointly engineered solution that extends on-premises vSphere environments to a VMware software-defined data centre (SDDC).

**Our objectives** are to help customers realise the following benefits:

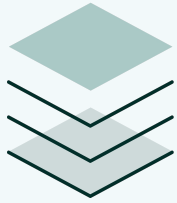
Improved levels of efficiency when implementing change

Increased platform stability through close collaboration

Enhanced platform performance through automation led event handling

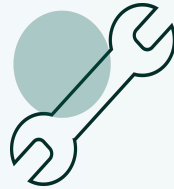
## The Technical Benefits

# Based upon the new managed cloud paradigm.



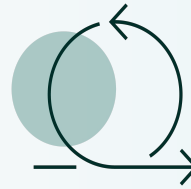
### Monitoring and incident management

Managed monitoring  
Incident management  
Problem management (RCA)



### Cloud admin and service request management

Service requests and cloud administration  
Reporting  
ITSM integration



### Platform Availability

Ensuring following resources are available and accessible:

- ESXi Hypervisor
- vCenter
- vSAN Storage Management
- NSX-T



### General Maintenance

Monitor and report all regular backups and patching performed by the supplier