

■ SERVICE BRIEF

VMware Cloud Foundation (VCF) *Adoption Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's VMware Cloud Foundation (VCF) Professional Services delivered under a 100-hour Professional Services credit allocation.

This engagement provides access to consulting, scoping, design, and potential implementation activities related to VMware Cloud Foundation. No specific task, activity, or deliverable is guaranteed, and all work is performed only as time allows within the 100-hour service credit.

This engagement is governed by this Service Brief and associated with SKU: VCF-PS-100HR.

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01. Services Overview

Redesign's VMware Cloud Foundation Professional Services provide time-bound scoping, design, and potential implementation assistance focused on VMware Cloud Foundation and its related components. These services are delivered strictly within the Client's 100-hour Professional Services credit bucket. All activities described in this brief represent potential services.

Completion of any particular activity or deliverable is not guaranteed and is dependent on remaining hours, customer readiness, and the complexity of the environment.



02. Offer Structure

PRIMARY SERVICES

Performed as Time Allows

The following activities may be performed within the 100-hour credit, subject to availability and customer prioritization:

- Scoping workshops and technical discovery
- Review of compute, storage, and networking readiness
- High-level VCF design activities
- Initial VCF management domain deployment
- Configuration of vSphere, vSAN, NSX, and other components
- Basic environment validation
- Basic knowledge transfer

OPTIONAL ADD-ONS

Separate SOW Required

- Full multi-domain VCF deployment
- Advanced NSX design and implementation
- Migration activities
- Aria Operations/Automation configuration
- Lifecycle Management configuration
- Multi-site, stretched cluster, or DR design
- Integration with external backup, firewalls, monitoring, or SIEM tools
- Application or workload migration beyond basic demonstration
- VMware Cloud Foundation upgrades or lifecycle remediation

03. Project Scope

In-Scope Platforms

- VMware Cloud Foundation (VCF) architecture review
- Environment discovery and compatibility assessments
- High-level SDDC design support
- Potential deployment of management domain components
- Basic configuration of vSphere, vSAN, NSX, and other components
- System validation and knowledge transfer

Scope Includes

Not guaranteed, performed only if hours allow.

- Conducting scoping workshops
- Reviewing existing datacenter readiness
- Identifying gaps in infrastructure for VCF deployment
- Developing a high-level VCF architecture
- Supporting initial deployment tasks for VCF components
- Performing basic health checks
- Providing basic implementation documentation

04. Quantity & Effort Model

- Service SKU: VCF-PS-100HR
- Quantity: Hours purchased
- All activities performed must fit within the purchased 100-hour allocation.
- No activity or completion of any deliverable is guaranteed within this hour limit.

05. Services & Key Activities

Stage	Key Activities
 Scoping & Discovery Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Conduct stakeholder workshops ▪ Review compute, storage, and network readiness ▪ Validate hardware compatibility with VMware requirements ▪ Document observations and potential recommendations
 Design Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Develop a high-level VCF design ▪ Outline SDDC architecture and components ▪ Define logical networking and security considerations ▪ Review design with customer stakeholders
 Implementation Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Deploy VMware Cloud Foundation management components ▪ Install/configure vSphere, vSAN, NSX, and/or associated components ▪ Establish initial workload domain(s) ▪ Validate basic networking, storage, and compute functionality ▪ Perform initial environment health checks ▪ Conduct basic knowledge transfer
 Validation & Documentation Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Verify component functionality ▪ Perform basic tests (connectivity, cluster checks, etc.) ▪ Provide documentation for activities completed within the hour limit ▪ Conduct knowledge transfer session (remote)

06. Potential Deliverables



Discovery
& Assessment
Summary



High-Level
VCF Design
Document



Implementation
Notes & As-Built
Documentation
(if implementation occurs)



Knowledge
Transfer Session

07. Services Scope Changes

Any request for additional work, deeper implementation, expanded design, additional domains, or advanced VCF capabilities will require:

- A formal Change Request (CR), or
- A new SOW

08. Services Scope Exclusions

This engagement does not include the following unless separately contracted:

Deployment Exclusions

- Guaranteed completion of any activity listed in this brief
- Full VCF deployment across multiple domains
- Application or workload migrations
- NSX advanced routing, security configuration, or micro-segmentation
- Aria Operations, Automation, or Orchestrator configuration
- HCX bulk migration or mobility group design
- Lifecycle Management (LCM) work
- Ongoing operational support or managed services
- Integration with backup, DR, firewalls, SIEM, or monitoring platforms
- Complex vSAN architectures (stretched clusters, fault domains, multi-site)
- Datacenter relocation or major infrastructure redesign
- Unsupported or end-of-life software/firmware versions

09. Customer Responsibilities

- Provide access to in-scope systems and IT stakeholders
- Ensure all hardware is procured, powered, and available
- Provide network information (VLANs, IPs, subnets, routing)
- Provide all VMware software, licensing, and entitlement information
- Ensure personnel availability for design reviews and validations
- Provide source environment access for any test configuration or validation

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- ☑ Schedule will be jointly agreed with the Client.
- ☑ Service delivery is dependent on customer readiness and resource availability.

11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ ONSITE OR REMOTE SERVICES WILL NOT BEGIN UNTIL

- Signed quote referencing SKU: VCF-PS-100HR
- Required hardware and software are available
- Site readiness validated with Redesign Engineering and PM teams
- Remote/onsite access confirmed
- Pre-Engagement Questionnaire completed

Failure to meet these prerequisites may delay or prevent service delivery.

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