

Resident Services – VMware Cloud Foundation — Service Brief

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Service Identification

- Service Name: Resident Services – VMware Cloud Foundation
- ISV Name: Broadcom
- Product Name: VMware Cloud Foundation
- Service Family: Cloud Operations Staffing
- Service Type: Resident
- Service Code: BC008



What This Service Does

Embedded delivery resources providing flexible, capacity-based support for VMware Cloud Foundation platform initiatives.

Resident Services provide time-bound access to experienced Broadcom delivery resources embedded within the customer’s team to support VMware Cloud Foundation–related initiatives. Residents assist across planning, implementation, troubleshooting, optimization, and advisory activities as directed by customer priorities. This offering is capacity-based rather than outcome-based and does not define fixed scope, deliverables, or milestones. Work performed may span multiple platform domains over the engagement period.

What This Service Does Not Do

- Fixed deliverables or milestones
- Outcome guarantees
- Replacement for defined deployment, upgrade, migration, or security services
- Managed services or ongoing operational ownership
- Formal training programs or certification delivery

When This Service Is Appropriate

- Transition from initial VCF deployment to steady-state operations
- Multiple concurrent VCF initiatives without clear project boundaries
- Platform expansion or optimization phases
- Internal skill gaps identified in VCF operations
- Desire to reduce reliance on repeated fixed-scope services

When This Service Is Not Appropriate

- Expectation of fixed deliverables or guaranteed outcomes
- Need for a clearly bounded deployment or upgrade
- Desire to outsource platform ownership
- Lack of internal direction or prioritization
- Use of residents as a substitute for well-defined scoped services

Required Customer Inputs

- Active VMware Cloud Foundation environment or initiatives
- Access to relevant platform components and documentation
- Customer availability for direction, review, and decision-making
- Appropriate tooling and access permissions

Outputs Produced

- Time-bound embedded delivery capacity
- Hands-on and advisory support across VCF domains
- Assistance with planning, implementation, troubleshooting, and optimization
- Knowledge transfer through day-to-day collaboration

Available Variants

BC008-S

1 day

Price: \$1,960

One day of resident delivery capacity providing hands-on and advisory support for VMware Cloud Foundation initiatives as directed by customer priorities.

BC008-M

5 days

Price: \$9,800

Five days of resident delivery capacity providing flexible, ongoing hands-on and advisory support for VMware Cloud Foundation initiatives as directed by customer priorities.

BC008-L

30 days

Price: \$58,800

Thirty days of resident delivery capacity providing embedded, ongoing hands-on and advisory support for VMware Cloud Foundation initiatives over an extended engagement period.



Notes

All prices USD.

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