Part of our commitment to your success includes a comprehensive onboarding during your first 90 days using the platform. The CloudHealth onboarding methodology is based on thousands of successful customer implementations around the world. Our approach focuses on “teaching to fish,” or empowering you to become a platform expert, with the knowledge to administer and use the platform to its fullest potential.

Structured Onboarding Methodology

Shared responsibility to derive value in the first 90 days

As part of this service, CloudHealth by VMware will designate a Technical Account Manager (TAM) and a Corporate Account Manager (CAM) who will make up your Account Team. The TAM acts as your primary technical point of contact and will lead the implementation activities. The CAM acts as your primary business point of contact, securing alignment of business goals and objectives. Together, your Account Team will ensure you get the most value out of the CloudHealth Platform.

Client Responsibility

1. Designate personnel for key roles

A critical component of your success will also come from the resources you commit from your team: you are responsible for designating a Cloud Program Manager, an Executive Sponsor, and a Technical Contact to support implementation.
**CLOUD PROGRAM MANAGER**
The Cloud Program Manager is a cross-functional individual responsible for the ongoing optimization and governance of the cloud infrastructure. They define and manage automated policies, analyze cost, usage, performance, and security across environments, and make recommendations on capacity planning, modeling, and forecasting.

**EXECUTIVE SPONSOR**
The Executive Sponsor is a senior member of your team who owns the business case and has a deep understanding and awareness of how the project will help your organization achieve its goals.

**TECHNICAL CONTACT**
The Technical Contact is a team member who is involved in the day-to-day operations of the cloud and is usually given Administrative privileges in the platform.

<table>
<thead>
<tr>
<th>The CloudHealth team committed to your success includes:</th>
<th>For your success, you are required to designate:</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Corporate Account Manager (CAM)</td>
<td>* Cloud Program Manager</td>
</tr>
<tr>
<td>* Technical Account Manager (TAM)</td>
<td>* Executive Sponsor</td>
</tr>
<tr>
<td>* Trainer</td>
<td>* Technical Contact(s)</td>
</tr>
<tr>
<td>* Customer Support</td>
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</tbody>
</table>

**2. Cloud environment setup**
You are responsible for setting up your cloud environment and providing the information and access needed to successfully configure the CloudHealth platform. This process will be supported by your designated TAM.

**The platform setup includes:**

- Providing CloudHealth with the right policy permission to view customer cloud provider data and/or configuring data center accounts
- Configuring customer cloud accounts (e.g. CloudWatch, CloudTrail, EA, etc.) for access
- Setting up access for potential out-of-the-box integrations (e.g. New Relic, DataDog, Ansible, etc.)
- Setting up potential policy actions (e.g. Run Lambda functions, Release EIP, Delete EBS volumes, etc.) in your environment
3. Platform training

CloudHealth offers several training options tailored to our needs. For maximum value, we recommend that all training is completed within the first 60 days.

**Trainings included in the Customer Success Service are:**

- Unlimited access to self-paced videos and live webinars
- Virtual role-based learning paths for up to 12 users annually
- Numerous instructor-led courses (see our [Training Catalog](#) for more details)
- Subscription to expansion webinars
- Certification exam voucher

4. Business reviews

At the 90-day mark and at a minimum of once per year following the initial onboarding period, CloudHealth will conduct business reviews with intent to focus on status of the implementation and subsequent CloudHealth adoption and value realization. The required attendees for this meeting are the Cloud Program Manager, the Executive Sponsor, and the Technical Contact(s).

**CloudHealth Responsibility**

In addition to designating your Account Team and providing a Training plan, **CloudHealth will also be responsible for the following activities:**

1. **Schedule and lead discussions around key onboarding milestones:**

   **KICKOFF MEETING**
   
   Your TAM will schedule a kickoff meeting to go over the 90-day strategic implementation plan and make sure the roles of each team member of both parties are clear and aligned. At this meeting, the TAM will deliver a presentation detailing the implementation and training plan.

   **TECHNICAL REVIEW**
   
   The TAM will work with the Cloud Program Manager and Technical Contact(s) from your organization to review the current state of your environment to prioritize work that needs to be completed as part of the 90-day onboarding plan. The TAM will highlight any unconfigured functionalities that will impact getting value from the platform.
Areas that the TAM will check on are:

Account Configuration
- Are all accounts healthy?
- Is CloudWatch properly configured? AWS Config? CloudTrail?
- If applicable, are data center agents/aggregators healthy?

- Performance Metrics
  - Are performance metrics being pushed to CloudHealth? (e.g. Datadog, CloudHealth Agent, etc.)

- Perspectives
  - Are performance properly setup?
  - Is the number of ‘Assets Not Allocated’ acceptable?

- User Roles/Organizations
  - Are the right user roles set up?
  - If needed, are Organizations set up?
  - SSO configuration

30/60/90-DAY CHECK-INS
Regular check-ins ensure that your implementation is on track. The TAM will review your environment to provide guidance on actions and cost savings opportunities identified within the platform.

30-day check-in
Your Account Team will check in with the Cloud Program Manager and Executive Sponsor on the 30-day mark to make sure the implementation is on track.

60-day check-in
Aside from other ad-hoc sessions that may occur, your Account Team will review implementation progress with the Cloud Program Manager on the 60-day mark once the training has been fully completed. Your TAM will assist in overcoming any potential obstacles and provide assistance to implement any recommendations that the platform generates. In addition, your TAM will point out any potential saving opportunities or areas that may require attention.

90-day check-in
Your Account Team will conduct the first business review with key stakeholders from your organization at the 90-day mark. During this initial business review, your TAM will review the following:

- Results from previous 90 days
- Major obstacles to success (and how to get back on track)
- New products or features you might be interested in
• Benchmarking against companies in your vertical with similar cloud spend
• Areas for additional adoption or value realization
• New goals and next steps
• Closeout of the implementation

1. Schedule and lead discussions around key onboarding milestones:
Your TAM will spend up to 8 hours on workshops and proactive technical assistance during the 90-day onboarding period to aid in the configuration and usage of the CloudHealth platform, **including:***

**PERSPECTIVE CREATION**
Once the pertinent users have attended the Perspectives Management training module, it is expected that they will be able to maintain the Perspectives created during the trial stage and also be able to create additional Perspectives. Your TAM will assist you in creating Perspectives on an as-needed basis via workshops. Your TAM will also advise and assist with tagging standards based on CloudHealth’s tagging best practices.

**POLICIES**
Once the pertinent users have attended the Governance Policies & Automation training module, it is expected that they will be able to update the Policies created during trial stage and also able to create additional Policies. Your TAM will assist in creating Policies on an as-needed basis via workshops.

**REPORTING**
Once the pertinent users have attended the Cost & Usage and Perspectives Management training modules, it is expected that they will be able to create custom reports as well as leverage the canned reports that are provided in the platform. Your TAM will assist on an as-needed basis to gather the report requirements and create the reports and custom dashboards. Your TAM will also share CloudHealth’s reporting best practices based to the appropriate stakeholders.

**RIGHTSIZING & RESERVATION MANAGEMENT**
Once the pertinent users have attended the Performance, Rightsizing & RI training module, it is expected that they will be able to effectively leverage the platform’s Rightsizing and Reservation Management capabilities. Your TAM will assist on an as-needed basis via workshops.

“CloudHealth has always been transparent. When I give feedback, I feel like it’s listened to. The CloudHealth team values customer input and takes action instead of just smiling and nodding.”

_JOSH ALDRIDGE_
Program Manager & Cloud Commander

_PowerSchool_
### Summary of Service Activities and Deliverables from CloudHealth by VMware

<table>
<thead>
<tr>
<th>Service Activities¹</th>
<th>Service Deliverables²</th>
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<tbody>
<tr>
<td>• Designate Account Team</td>
<td>• Kick-off Meeting Presentation</td>
</tr>
<tr>
<td>• Provide Training</td>
<td>• Training Plan</td>
</tr>
<tr>
<td>• Schedule and lead discussions around key onboarding milestones</td>
<td>• Business Review Presentations</td>
</tr>
<tr>
<td>• Consult for up to 8 hours on initial onboarding</td>
<td></td>
</tr>
<tr>
<td>• Conduct business reviews after 90 days and 1 year</td>
<td></td>
</tr>
<tr>
<td>• Perform benchmarking at 90-day business review</td>
<td></td>
</tr>
<tr>
<td>• Deliver annual product roadmap review</td>
<td></td>
</tr>
<tr>
<td>• Provide ongoing technical support</td>
<td></td>
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<tr>
<td>• Access to new features in private beta upon request, based on eligibility</td>
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</tr>
</tbody>
</table>

### Beyond Initial Onboarding

At the completion of the 90-day checkpoint and first business review, the emphasis will shift to ongoing technical support, best practices, and ongoing enablement. You will have unlimited access to our results-driven Technical Support team who strives to solve problems in the context of your business goals.

### Targeted Initial Response Times (within business hours*)

<table>
<thead>
<tr>
<th>Level</th>
<th>Response Time</th>
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</thead>
<tbody>
<tr>
<td>CRITICAL</td>
<td>1 hour or less</td>
</tr>
<tr>
<td>MAJOR</td>
<td>4 hours</td>
</tr>
<tr>
<td>MINOR</td>
<td>8 hours</td>
</tr>
<tr>
<td>COSMETIC</td>
<td>12 hours</td>
</tr>
</tbody>
</table>

*Business Hours for Support: 8AM – 5PM PST | EST | GMT | IST | AEDT

### Technical support includes:

- Unlimited number of support contacts
- Email and web-based ticket submission
- Online ticketing system for tracking and reporting visibility
- Access to online documentation
- Designated TAM for support escalation
Supplemental Services

If you require additional assistance, supplemental professional services and training services are available. Supplemental services are not included in the price of the Customer Success Service. Your Corporate account manager can consult you to determine the best package or ad hoc services needed and provide the associated pricing.

TRAINING SERVICES

Supplemental training services can include on-site training, private virtual sessions, and custom course content. For more details on supplemental training, contact training@cloudhealthtech.com.

HEALTH CHECKS

This monthly service is designed to help you identify areas in your cloud environment where you can reduce cost, boost efficiency, and improve governance. This includes everything from finding unused or zombie instances that can be deleted, rightsizing infrastructure, defining policies to enforce tagging rules, or purchasing Reservations.

INFRASTRUCTURE RIGHTSIZING

This monthly service is designed to help you identify key workloads and specific performance requirements by group. This engagement can help by providing a monthly review of your infrastructure and identifying and prioritizing key actions and recommendations to be implemented. We will deliver a monthly custom performance optimization matrix to support ongoing client utilization.

RESERVATION MODELING

This monthly service is designed to help you define and execute a reservation strategy for continuous optimization. The engagement focuses on aligning your corporate goals to capital budgets by department or line of business, as related to cloud infrastructure management. We will outline best practices, and deliver monthly reservation recommendations for purchases and modifications, based on overall strategy and initiatives.

CLOUD GOVERNANCE

This service is comprised of two phases. The first phase consists of a top-down business analysis of Perspectives/groups, reporting and policy requirements for stakeholders across the organization. This service delivers a detailed mapping of data analysis needs and corresponding reports (cost, usage, performance and governance) for each functional business group to drive accountability and maximize efficiency. The primary objective of this service is to develop the framework for continual infrastructure optimization through decentralized management with centralized governance controls.
ACCOUNT MIGRATIONS
In the event that a current CloudHealth customer requires multiple existing CloudHealth accounts to be merged – for example in the case of a corporate merger or acquisition – we offer an Account Migration service. This service includes migration of the following account attributes:

- Cloud Accounts
- User setup
- Organizations
- Perspectives
- Custom Reports, Dashboards, and Subscriptions
- Policies and Actions

We can also populate the newly merged system with your legacy billing information by leveraging past detailed billing record files. A CloudHealth consultant will work with you to determine the best migration method.

CUSTOMER BENCHMARKING
Benchmarking allows our clients to gain visibility around how they compare to their peers as it relates to the management of their cloud infrastructure. A CloudHealth consultant will work with you to understand how you function as a business and discuss functional and technical intricacies of how you manage your infrastructure. CloudHealth will research and leverage anonymized industry data, anonymized CloudHealth information, and best practices to create a benchmark report showing how you compare against your peers. The goal of this service will be to identify opportunities to help guide our clients toward running an optimal environment based on similar companies.