

The Value of Customer Reliability Engineering

Proactive guidance and support for VMware Tanzu and your modern application platform

“Our CRE, Kris, was really helpful in identifying what was causing our production environment to go down and finding a solution...it’s good to have that support.”

- CRE CUSTOMER

ABOUT CUSTOMER RELIABILITY ENGINEERING

- Customer Reliability Engineers provide advisory and break-fix support for VMware-led open source projects including Harbor, Sonobuoy, Contour, and Velero.
- You can access the full support matrix here: <https://kb.vmware.com/s/article/67389>

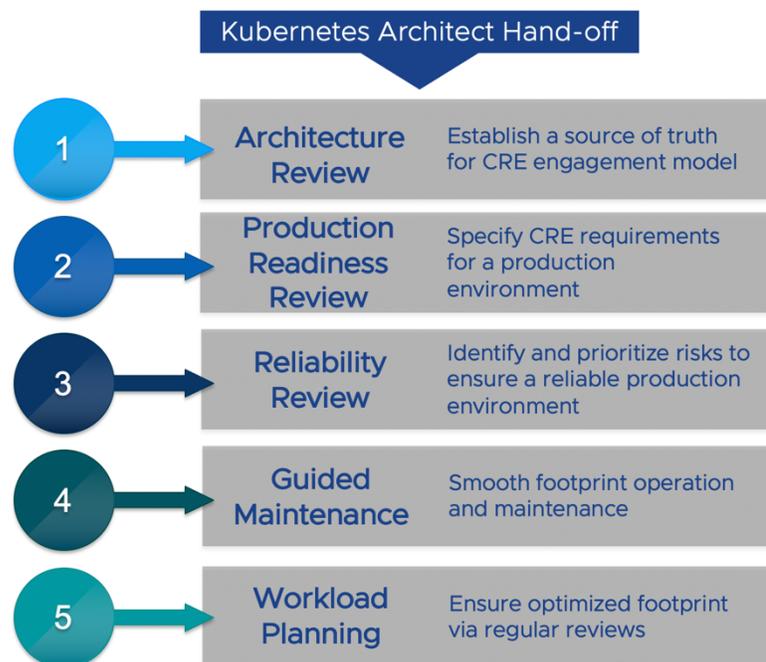
What is a Customer Reliability Engineer (CRE)?

VMware Customer Reliability Engineering (CRE) partners with customers using a structured engagement model with the goal of ensuring their environments can be managed and scaled reliably— instilling our practices to enable self-reliance.

Just as a Site Reliability Engineer, or SRE, is responsible for making sure that a platform or an application is running smoothly, our Customer Reliability Engineers are responsible for making sure that your experience with VMware Tanzu is running smoothly. We’re here to help proactively guide you in making the right architectural decisions for your business and to provide support for your cloud native ecosystem—both the commercial Tanzu products that you’re using, like Tanzu Kubernetes Grid and Tanzu Mission Control—and the open source technologies on which your infrastructure platform is built.

Customer Reliability Engineering Working Model

CRE engagements start with a project kick-off—with a customer team or via VMware’s Kubernetes Architects—and then follows a proven pattern to ensure environment health and optimization.



DID YOU KNOW?

- Customer Reliability Engineers have extensive experience in the cloud native ecosystem. The team has worked with hundreds of enterprises on Kubernetes deployments that span on-premises, public clouds, and edge environments.
- Team members regularly contribute code to open source projects like Kubernetes, Velero and Harbor, and relay customer feedback to inform the future direction of the VMware Tanzu portfolio.

ABOUT VMWARE TANZU

- VMware Tanzu is a portfolio of solutions and services to help enterprises transform the way they build software using Kubernetes.
- For more information, visit cloud.vmware.com/tanzu.

“Build vs. Buy” Considerations

Trying to decide whether to invest in Customer Reliability Engineering? For many customers, it’s a question of whether or not they’re willing to take on additional operational burden and risk and invest in sourcing and hiring for in-house Kubernetes expertise.

Below is an example of some of the operational tasks that a Customer Reliability Engineer can manage for you. To calculate whether you’ll see a return on your investment, consider the time it would take for your team to handle these tasks.

Customer Reliability Engineering Responsibilities	“Build vs. Buy” Consideration Points
24 x 7 break-fix support for Kubernetes and select ecosystem technologies	Do you have the in-house expertise required to quickly troubleshoot and patch your cloud native ecosystem, without risking significant downtime?
Advisory support for a broader ecosystem of open source technologies	Does your in-house team already have advanced knowledge of the broader Kubernetes ecosystem and experience with supporting Kubernetes in production?
Guidance and documentation on installation and getting to production readiness	Do you have the resources and knowledge you need to quickly get up and running with Kubernetes on your own, and scaling out into production without adding business risk?
Direct access to upstream, open source communities and advocacy on your behalf for feature requests and bug fixes	Are you willing to wait longer to see your feature request or bug fix make it through the upstream release cycle for Kubernetes and open source technologies like Velero and Harbor?
Proactive assistance with Kubernetes upgrade planning	Will you dedicate time to staying on top of upcoming Kubernetes releases and proactively planning for upgrades?
Recommendations and guidance for keeping your cloud native architecture up to date	Will you dedicate time to staying on top of the latest technologies that are being released in the open source Kubernetes community?

For more information on Customer Reliability Engineering at VMware, please contact your VMware account representative.