

IT SPENDING



COST REDUCTION

Continuing to invest in our people, innovation, business, and employee productivity

18% reduction in IT spend/revenue over 2 years

12% reduction in IT cost per colleague over 2 years

33% less spent on infrastructure than our industry peers

COLLEAGUE SUPPORT



90% colleague satisfaction rate

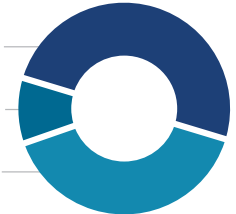
85% first-contact resolution rate

OPERATING SYSTEM DISTRIBUTION

50% WINDOWS

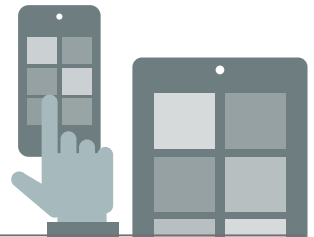
10% OTHER

40% MAC



VMware IT

Accelerating innovation through people, process, and technology



MOBILE

30 IT-developed mobile apps

42K+ supported devices using VMware Workspace ONE™

IT-MANAGED ENVIRONMENT



9 data centers

4 public clouds

6K VMware ESXi™ hosts

100% virtualized

212K managed VMs

38 apps micro-segmented using VMware NSX®

54PB total raw storage

8.4PB VMware vSAN™ raw storage

40K containers launched and destroyed per week

~12M lines of custom code

400+ business applications

5.3K features delivered

64 software releases in 2017