

# VMware Success 360

Continually realize value from your VMware investments

## AT A GLANCE

VMware Success 360™ is a success offering that continually guides you through all the stages of your journey with VMware solutions. It provides a consistent way of working with VMware that will help you continually realize value and achieve outcomes faster from your investments.

## KEY BENEFITS

- Success Planning that provides personalized guidance to help you achieve outcomes faster from your VMware technology investments
- Ongoing Adoption Guidance to help you with onboarding, adopting, consuming, and optimizing your use of VMware technology
- Design Workshops to lead you through a feature configuration or implement a new capability for you
- Dedicated and Proactive Support with predictive issue prevention and fast, prescriptive problem resolution to maximize productivity and uptime

## Business challenge

Technology adoption is not a single event. It's a continuous journey of innovation with new business opportunities to investigate, new discoveries to be made, and new routes to uncover. Achieving the expected outcomes from technology investments requires identifying the best routes, avoiding roadblocks, constantly monitoring and measuring progress, and making adjustments based on those metrics.

Success requires that both you and VMware have a laser focus on your desired goals and knowledge of what the best steps are to attain them. To do that we must work together.

## Service overview

When you make a commitment to using VMware technology, you are getting a business partner who understands your challenges, your industry, and how to maximize the value from your solutions.

VMware Success 360 is a comprehensive success offering that guides you through all the stages of your journey with VMware solutions. It provides a consistent way of working with VMware that will help you continually realize value and achieve outcomes faster from your investments. There are several components – Success Planning, Ongoing Adoption Guidance, Design Workshops, and Dedicated and Proactive Support.

### Success Planning

We will work with you to create your personal Success Plan based on your current state and your desired goals. The plan will:

- Document your desired business and IT outcomes with mutually agreed upon metrics for success
- Show technical capabilities and activities needed to achieve these outcomes
- Contain milestones and identify responsible stakeholders to help monitor and measure progress
- Be continuously updated as new business opportunities arise or new solutions are adopted
- Contain recommended Ongoing Adoption Guidance, Design Workshops, or optional in-depth services, such as Consulting, Education, or Technical Account Management, that may be needed to accomplish your goals, and that are incorporated into your plan

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**FOR MORE INFORMATION**

Contact a Professional Services expert at [vmware.com/company/contact.html](https://vmware.com/company/contact.html).

A Success Scorecard will provide you with a dynamic view of your overall health using critical metrics. We will track business value, performance value and experience value to help us ensure you are realizing value, and that our products are performing as you expect. Business value metrics track the economic value you are receiving from VMware solutions including outcomes, cost savings, and adoption status. Experience value metrics help us determine if your experience with VMware is positive and relevant, measuring KPIs such as NPS, CSAT, number of support requests received/escalated and time to close them. Performance value measures how well our solutions are performing for you and tracks data such as product problem reports, feature requests and periods of uninterrupted usage. We will share progress and stay aligned through regular Executive Business Reviews to ensure stakeholders are completely aligned and in sync at all times.

**Ongoing Adoption Guidance**

We identified common customer challenges around key areas such as getting started, onboarding, or adoption and organized our assistance into Adoption Guidance and Design Workshops based on the outcomes you are pursuing. Ongoing Adoption Guidance is provided through self-service assistance that helps you adopt a feature or build a basic capability. This includes on-demand “how-to” or “use case” webinars to help you implement new features.

**Design Workshops**

In addition to Ongoing Adoption Guidance, we provide live remote Design Workshops. These workshops with one of our expert engineers will lead you through, or implement for you, a new feature, capability or configuration in your system. By combining Adoption Guidance and Design Workshops with Consulting, Education, and Technical Account Management Services, you will have a comprehensive approach to achieving your goals, from advice through operationalization and continuous value realization.

**Dedicated and Proactive Support**

VMware Success 360's Dedicated and Proactive Support will help you speed issue resolution, minimize downtime, coordinate root cause analysis, and prevent recurring incidents. It provides:

- Proactive, predictive issue identification for problem prevention
- AI/ML enabled capabilities via VMware Skyline Advisor with real-time monitoring
- Expert-level engineers who know your history and are assigned to your account
- Comprehensive cross-product, 24x7 global access with unlimited requests
- Support activity review and trend analyses
- Weekend support for Severity 2 critical issues
- A personalized, tailored digital experience that includes executive dashboards

**TERMS AND CONDITIONS**

Professional Services included in this datasheet are subject to [VMware Professional Services General Terms and Conditions](#).

On-Prem Support Services included in this datasheet are subject to [VMware SnS Terms and Conditions](#).

Cloud Support Services included in this datasheet are subject to [Support for VMware Cloud Service Offerings Terms and Conditions](#).

**Benefits**

VMware Success 360 provides you with continuous guidance tailored to your goals and objectives, that can be scaled up or down based on the technology you are adopting and the speed and routes you want to take in your journey. Our goal is to provide you with a unified, simplified experience with VMware that helps you:

- Achieve outcomes, faster, from your technology investments
- Adapt as the business changes
- Take the best next steps toward achieving your goals
- Continually realize value out of the investments you've made

