



GET STARTED

VMware Success 360™

Continuously realize
value from your
VMware investments





VMware Success 360

Technology adoption is a continuous journey of innovation. Realizing the full benefits of your investments means identifying the best routes, avoiding roadblocks, and constantly monitoring and measuring your progress.

So how do you do that?

Partner with VMware for a personalized experience that is laser-focused on your desired goals. Our knowledge of the best steps to attain them will help you continuously realize the most value from your VMware investments.

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 achieve outcomes faster from your investments. There are four components: Technical Adoption Management, Accelerators, Digital Learning, and Prioritized and Proactive Support.



Continually
Guiding and
Driving Success

Technical Adoption
Management

Accelerators

Prioritized and
Proactive Support

Digital
Learning

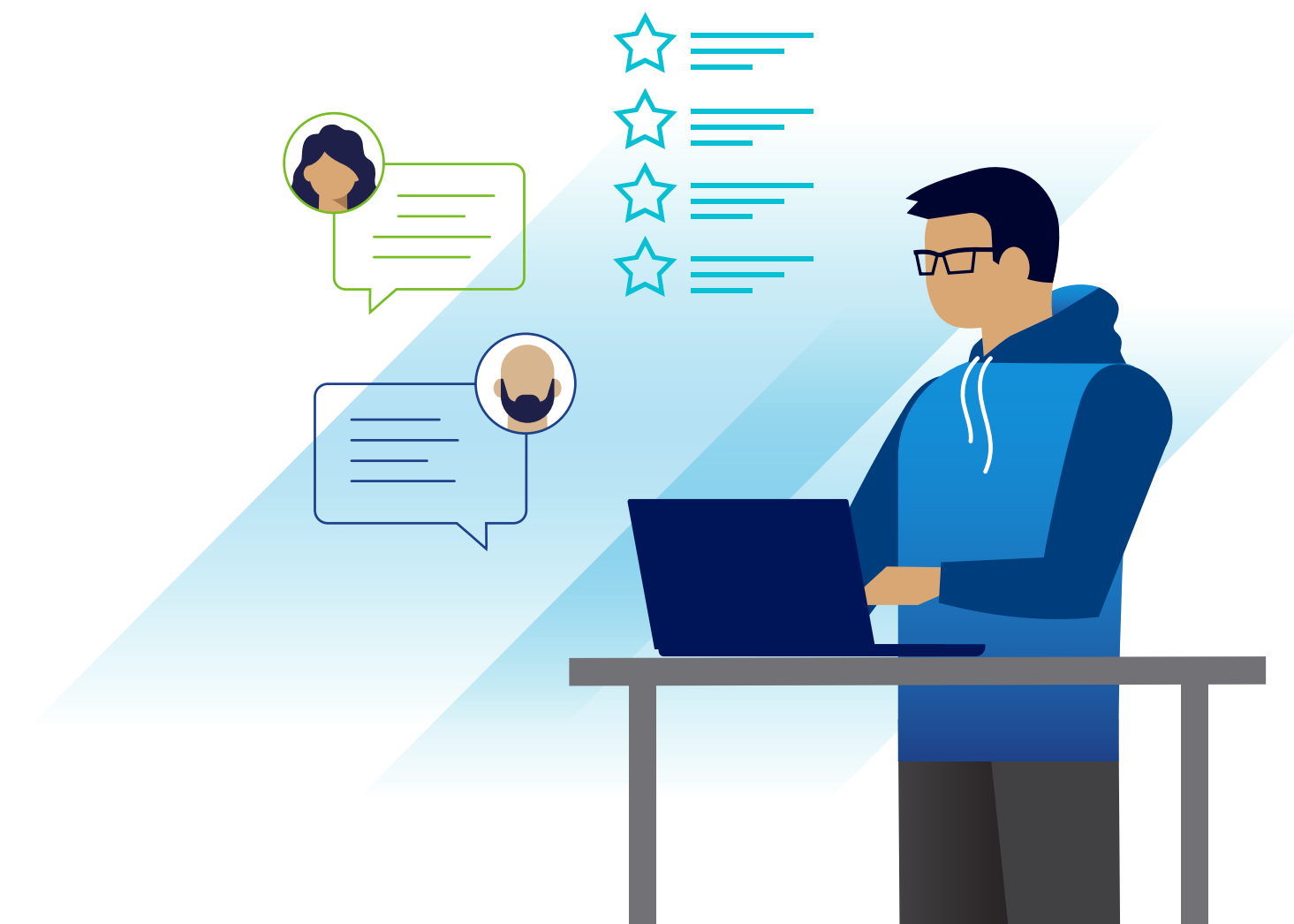


Stay on track to achieve your desired outcomes with Technical Adoption Management

Technical Adoption Management* helps ensure your organization is prepared to take full advantage of your VMware investments and attain your business and IT objectives. Activities include:

- Success planning to identify your business and IT outcomes along with recommendations for technical capabilities and activities needed for success. Your success plan will include relevant Accelerators, Digital Learning, and optional fee-based services, such as Professional Services and additional Technical Adoption Management Services that may be needed to accomplish your goals.
- Technology assessment to identify gaps impeding your progress and provide prioritized recommendations for improvements.
- Solution guidance to develop a future state roadmap that advances your technology objectives based on the assessment of your capabilities and goals.
- Recommendations to improve efficiency, resiliency, security, and sustainability for operational optimization.
- Peer insights that offer periodic comparisons of operations and processes to known best practices of similar organizations, using guidance from our product teams and years of experience.
- Monthly touch points to ensure progression of your success plan and that all your VMware services are meeting your needs.
- Executive Business Reviews to report on progress and upcoming milestones for continuous stakeholder alignment.

**Technical Adoption Management varies by edition*



Technical Adoption Management

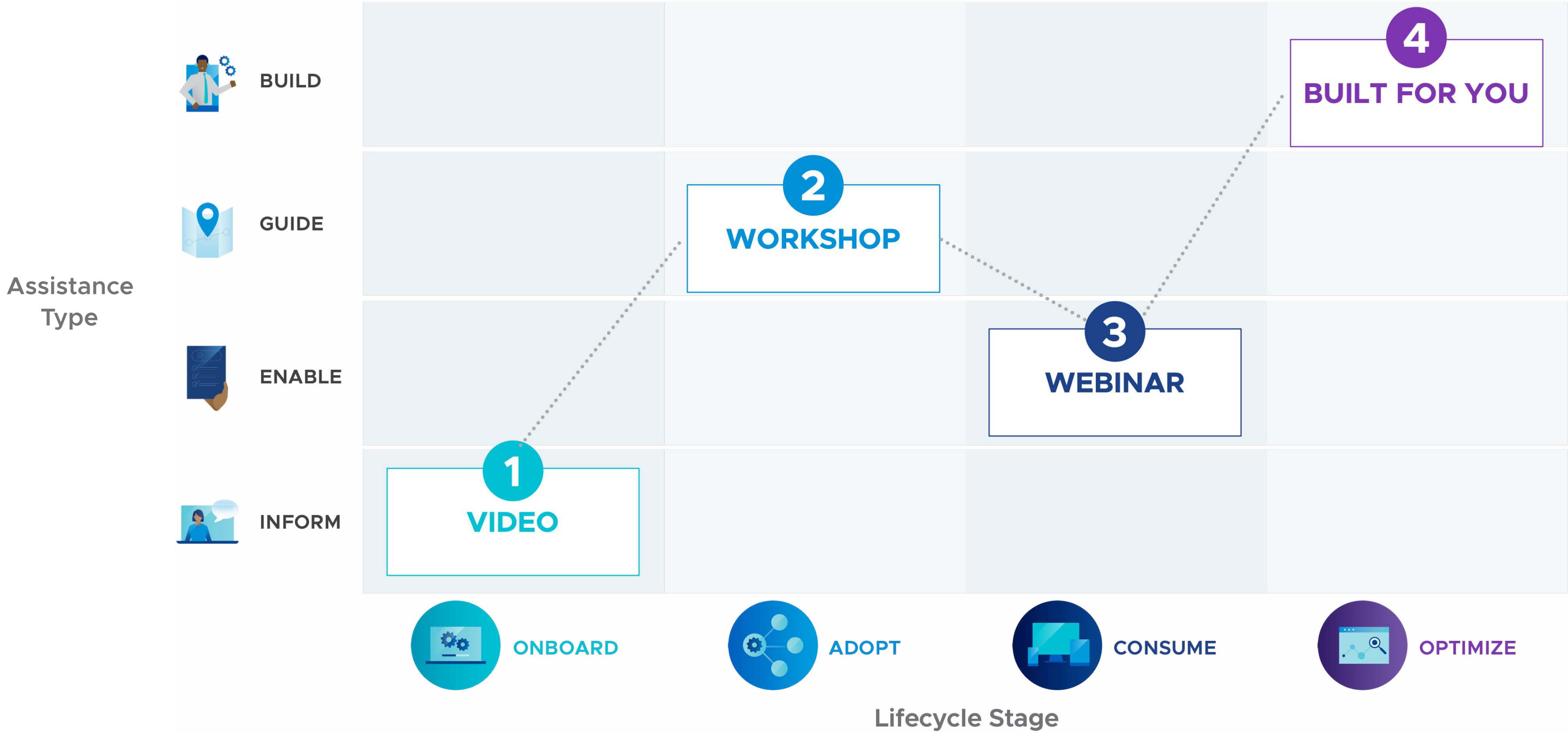


Accelerators surround you with expertise

We identified common customer challenges around key areas such as getting started, onboarding, or adoption and organized our assistance into Success Pathways and Accelerators based on the outcomes you are pursuing. Accelerators are organized into Success Pathways to help you adopt a feature or build a basic capability. This includes on-demand curated content and “how-to” or “use-case” webinars to help you implement new features. Guide and Build workshops offer personalized assistance with our subject matter experts who will guide you through a new feature, capability, or configuration in your system.



Success Pathways guide you toward your desired outcomes



- ONBOARD:** Helps you gain an understanding of product architecture and installation. Provides foundational product enablement and deployment.
- ADOPT:** Helps you understand product use cases and explores post-deployment activities for initial product adoption.
- CONSUME:** Helps you implement product use cases and can include integration with other products for a more cohesive solution.
- OPTIMIZE:** Helps you expand use cases and can include automation or configuration of advanced capabilities.



Digital Learning empowers your team to gain new skills

We believe that access to world class knowledge, when and where you want it, is critical to your long-term success. We help your team gain new skills to accelerate VMware technology value realization with VMware Success 360 Digital Learning.



24x7 access to courses, demos, labs, and exam prep videos



Customized learning paths based on use cases



Technical and solution webinars



Digital Learning

**Level of Support varies by edition*

Benefit from Prioritized and Proactive Support

VMware Success 360's Prioritized and Proactive Support* helps you speed issue resolution, minimize downtime and prevent recurring incidents. It provides you with:

- Direct routing to senior-level Technical Support Engineers
- Comprehensive cross-product, 24x7 global access with unlimited requests
- Root cause analysis for Severity 1 Support Requests
- Expedited response times and access to our premium level of SDK/API guidance
- Up to 5 Dedicated Support Days per year to align a dedicated resource for troubleshooting expertise during upgrades or maintenance windows
- A designated Support Services Manager to oversee your support experience and who will work with you up to 2.5 days per week
- AI/ML enabled capabilities via VMware Skyline Advisor Pro to assist with proactive issue identification for problem prevention with enhanced Success 360 Proactive Insights reporting



Prioritized and Proactive Support

**Level of Support varies by edition*



VMware Success 360 Editions

VMware Success 360 is available in multiple editions and for multiple industries to meet the needs of a wide variety of organizations.

	STANDARD	ADVANCED	ENTERPRISE
Technical Adoption Manager	Team-Based Success Desk	Up to 1 Day/Week	Up to 2.5 Days/Week
Success Planning	Self-Service	Guided	Guided
Technology Assessment	N/A	●	●
Solution Guidance	N/A	●	●
Operations Optimization	N/A	●	●
Peer Insights	N/A	●	●
Architecture Guidance	N/A	N/A	5 Sessions/Year
Inform and Enable On-Demand Accelerators	Unlimited	Unlimited	Unlimited
Guide and Build Accelerators	100 Hours/Year	200 Hours/Year	400 Hours/Year
Digital Learning	10 Users	20 Users	50 Users
Prioritized and Proactive Support	●	●	●
Remote Dedicated Support Days	N/A	3/Year	5/Year
Individual Customer Support Admins	10 Users	20 Users	Unlimited

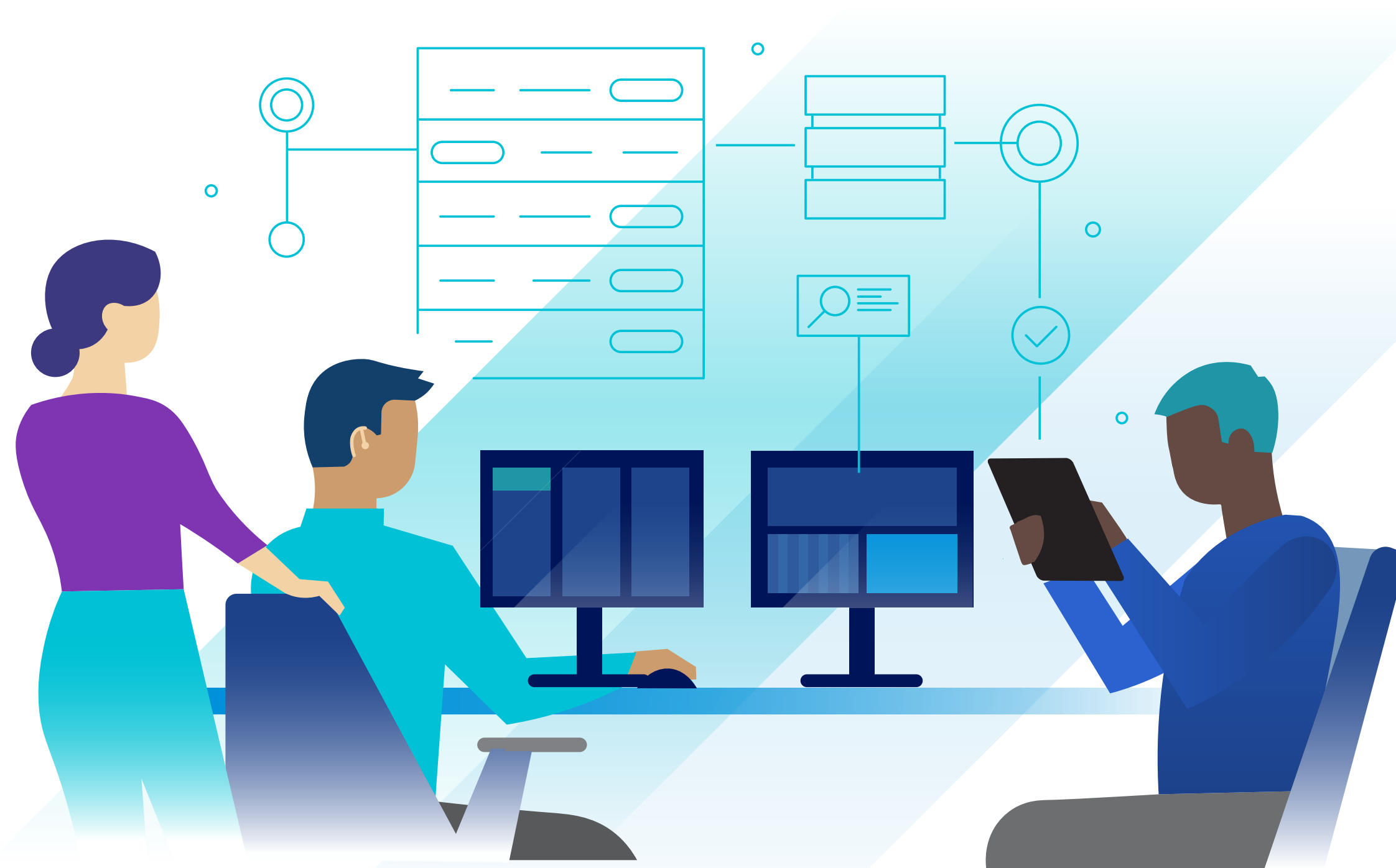




Take the Next Step

Contact [VMware](#) today to start extracting continuous value from your investments and achieve outcomes faster by surrounding yourself with VMware Success 360. Learn more at

[VMware.com/Success360](https://www.vmware.com/success360)



Continuously realize value from your VMware investments.

To learn more about how VMware Success 360 can help you
get continuous value from your VMware investments, visit

[VMware.com/Success360](https://www.vmware.com/Success360)

Join us online:



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