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: Success Planning, Adoption Accelerators, Digital Learning, and Prioritized and Proactive Support.
Continuously guiding and driving success

Success Planning

Adoption Accelerators

Prioritized and Proactive Support

Digital Learning

VMware Success 360 Editions

Next Steps

Overview

Guide to Success

Digital Learning

Prioritized and Proactive Support

Adoption Accelerators
Stay on track to achieve your desired outcomes with Success Planning

Customized based on where you are and where you want your journey to take you

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

• Develop and maintain a plan of your desired business and IT outcomes and use case priorities with mutually agreed upon metrics for success
• Recommend relevant Adoption Accelerators, Digital Learning or optional fee-based services, such as Professional Services or Technical Account Management, that may be needed to accomplish your goals, and that are incorporated into your plan
• Connect during regular touchpoints to ensure progression of your plan and that all your VMware Success 360 and VMware services are meeting your needs
• Deliver Success Business Reviews to report on progress and upcoming milestones for continuous stakeholder alignment

* Success Executive availability varies by edition
Adoption 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 Adoption Accelerators based on the outcomes you are pursuing. Adoption Accelerators 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.

INFORM
On-demand curated content

ENABLE
On-demand webinars

GUIDE
1:1 guidance using your environment

BUILD
VMware subject matter experts build it for you

Hundreds of resources to help you build new capabilities or adopt new features
Success Pathways guide you toward your desired outcomes

1. **Inform**
   - Video

2. **Guide**
   - Workshop

3. **Enable**
   - Webinar

4. **Build**
   - BUILT FOR YOU

Lifecycle Stage:
- Onboard
- Adopt
- Consume
- Optimize
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

*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

*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.

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<th>STANDARD</th>
<th>ADVANCED</th>
<th>ENTERPRISE</th>
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<tr>
<td>Success Executive</td>
<td>Team-Based Success Desk</td>
<td>1 Day/Week</td>
<td>2.5 Days/Week</td>
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<td>Success Plan</td>
<td>Self-Service</td>
<td>Guided 1/Year</td>
<td>Guided 3/Year</td>
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<td>Monthly</td>
<td>Weekly</td>
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<td>Inform and Enable On-Demand Accelerators</td>
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<td>Guide and Build Workshop Accelerators</td>
<td>100 Hours/Year (Onboard Build Only)</td>
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<td>400 Hours/Year</td>
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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
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