



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: 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



## 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 VMware Success 360 Customer Success Manager (CSM)\* 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

\*VMware Success 360 CSM varies by edition



Success Planning
Outcomes
Milestones
Responsible Owners
Metrics
Status



## 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.



## 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.

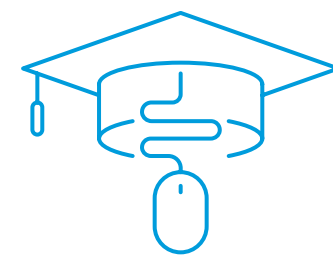


## Digital Learning empowers your team to gain new skills

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



*\*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*



**Prioritized and Proactive Support**

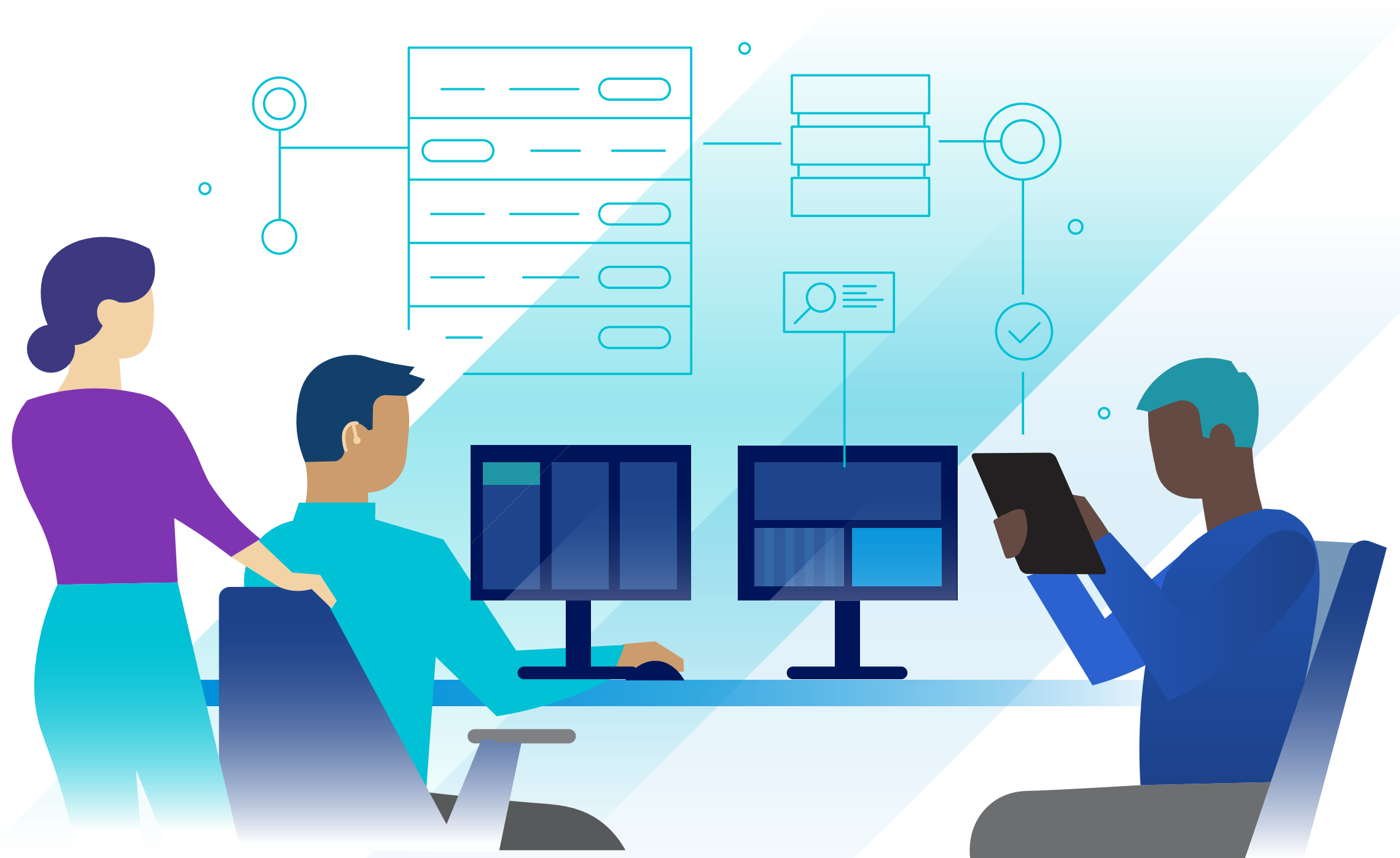




## VMware Success 360 Editions

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
VMware Success 360 CSM	Team-Based Success Desk	1 Day/Week	2.5 Days/Week
Success Plan	Self-Service	Guided 1/Year	Guided 3/Year
Proactive Check-Ins	N/A	Monthly	Weekly
Inform and Enable On-Demand Accelerators	Unlimited	Unlimited	Unlimited
Guide and Build Workshop Accelerators	100 Hours/Year (Onboard Build Only)	200 Hours/Year	400 Hours/Year
Digital Learning	10 Users	20 Users	50 Users
Remote Dedicated Support Days	N/A	3/Year	5/Year
Individual Customer Support Admins	10 Users	20 Users	Unlimited Users



## 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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