



# VMware Success 360 Enterprise for Telecom

## Continually realize value from your VMware investments

### At a glance

VMware Success 360 for Telecom 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 track, measure, and achieve outcomes faster from your VMware technology investments
- Architectural Guidance helps establish an architectural foundation to help you achieve your business outcomes
- Adoption Accelerators help you tackle specific use cases such as onboarding, adopting, consuming, and optimizing your use of VMware technology
- Digital Learning helps your team gain new skills to accelerate VMware technology value realization
- Prioritized and Proactive Support gives you peace of mind with predictive issue prevention and fast, prescriptive problem resolution to maximize productivity and uptime

### Business challenge

The telco transformation is a complex and continuous innovation journey that impacts all aspects of the telco business. It entails modernizing and virtualizing network functions, adopting agile cloud-native automation and agile operating model, and developing new and exciting digital services to monetize and address new user demands. However, achieving the expected outcomes from technology investments requires identifying the best routes, avoiding roadblocks, constantly monitoring, and measuring progress, and adjusting 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

VMware Success 360™ Enterprise for Telecom 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, Adoption Accelerators, Digital Learning and Prioritized and Proactive Support.

### Success Planning

We will work with you to create a personalized Success Plan based on your current state and desired goals and provide guidance across all VMware Success 360 features to maximize the value you receive from our services. Your designated Success Executive will work with you up to 2 ½ days per week to:

- Develop and maintain up to 3 plans per year to track 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 weekly 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 on a quarterly basis to report on progress and upcoming milestones for continuous stakeholder alignment

### **Architectural Guidance**

For optimal performance of your VMware technology investment, it is imperative that you can leverage the right expertise to guide you towards an architectural foundation that will help you achieve your business outcomes. To assist you in this journey, you will have up to 5 working sessions per year with our team of Customer Success Architects where they can provide you with business use case mapping, conceptual design guidance and an architectural risk assessment.

### **Adoption Accelerators**

We identified common customer challenges around key areas such as getting started, onboarding, or adoption and organized our assistance into an Accelerator Catalog of self-service resources and workshops based on the outcomes you are pursuing. You will receive:

- Unlimited access to our on-demand resources that help you adopt a feature or build a basic capability. This includes on-demand “how-to” or “use case” videos and webinars to help you implement new features.
- Up to 400 hours per year of personalized workshops from our Accelerator Catalog, with our technical subject matter experts who will guide you through or build for you a new feature, capability, or configuration in your system

### **Digital Learning**

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 the VMware Success 360 Digital Learning Subscription. It provides you with 24x7 access to intermediate-level courses, lab demos, 'how-to' content, and exam preparation videos for up to 50 users.

### **Prioritized and Proactive Support**

VMware Success 360 Enterprise Prioritized and Proactive Support helps you speed issue resolution, minimize downtime, and prevent recurring incidents. It provides unlimited users 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
- Guaranteed support response times for your NFV, TCI and TCP environments

## VMware Success 360 Enterprise for Telecom

- Compliance with the appropriate NFV or TCI or TCP or TCP-RAN Reference Architecture – a Supportability Assessment will be performed by the VMware Success 360 Support for Telecom team. Compliance with the appropriate Reference Architecture is a requirement for penalty-backed Service Restoration SLAs.
- You must have an industry-standard deployment process (ITIL or the equivalent) in place that includes a structured project management approach. This process covers items such as high-level design, low-level design, testing in a pre-production environment acceptance test plans and stability periods for new Telco Cloud platforms.
- You must have an industry-standard change management process in place for existing platforms.
- For Distributed Unit (DU) workloads, the hardware that the DUs run on must be validated by both VMware and the RAN ISV before a support call will be accepted.
- Penalty-backed SLAs for VMware Telco Cloud Platform Public Cloud are only available for the use cases documented in the [VMware Telco Cloud Platform Public Cloud Deployment Guide](#).
- VMware Success 360 for Telecom penalty-backed SLAs are valid only through the End of General Support (EOGS) date, per product, as outlined in the [VMware Product Lifecycle Matrix](#).

- Service Restoration Service Level Agreements (SLAs) for your NFV, TCI (vCloud and VIO-based), and TCP environments
- Regular Supportability Assessments on deployed NFV and Telco Cloud environments
- [Expedited response times](#) and access to our premium level of [SDK/API Guidance](#)
- Up to 5 Dedicated Support Days per contract year to align a dedicated resource for troubleshooting expertise during upgrades or maintenance windows
- A designated Support Services Manager in your primary region to oversee your support experience and who will work with you up to 7 ½ days per week (can be divided between regions for global coverage) to provide weekly support activity reporting and review meetings and critical situation management
- AI/ML enabled capabilities via VMware Skyline Advisor Pro for your IT environments to assist with proactive, predictive issue identification for problem prevention with enhanced self-service VMware Success 360 Proactive Insights reporting

SERVICE LEVEL AGREEMENTS (SLA) FOR NFV, TCI, AND TCP ENVIRONMENTS	
Response Times	Critical (Severity 1) – 30 minutes; 24x7 Major (Severity 2) – 1 hour; 24x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F)
Restoration Times	Critical (Severity 1) – 4 hours Major (Severity 2) - 24 hours Minor (Severity 3) – 1 week Cosmetic (Severity 4) – Not applicable
Products Supported	<ul style="list-style-type: none"> <li>• VMware vCloud™NFV™, VMware vSphere™, VMware vCloud Director™ for Service Providers, VMware vSAN™, VMware NSX™, VMware Site Recovery Manager™, VMware vRealize™ Operations™, vRealize Log Insight™, vSphere Replication™, VMware vRealize™ Network Insight™</li> <li>• Telco Cloud Infrastructure vCloud Director Edition (VMware vCloud Director™, VMware vRealize™ Suite Standard, VMware vSAN Standard, VMware NSX DC Advanced, VMware vSphere Enterprise Plus)</li> <li>• Telco Cloud Infrastructure VMware Integrated OpenStack Edition (VMware VIO, VMware vRealize™ Suite Standard, VMware vSAN Standard, VMware NSX DC Advanced, VMware vSphere Enterprise Plus)</li> </ul>

### Learn more

Visit [vmware.com/services](https://vmware.com/services).

For a list of supported products [click here](#)

### Terms and conditions

Active Production Support services are a prerequisite for VMware Success 360.

Services are limited to one Entitlement Account per customer.

VMware Success 360 for on-premises license products are subject to [VMware SnS Terms and Conditions](#) and its [amendment for VMware Success 360 for Telecom services](#).

### License to deliverables

If Deliverables are included, VMware grants Customer a non-exclusive, non-transferrable, and irrevocable license to use and copy, for Customer’s internal business operations only (the “Deliverables License”). “Deliverables” means any reports, analyses, scripts templates, code, or other work results to be delivered by VMware.

### Incremental product spend

Any incremental product spend is subject to additional VMware Success 360 Enterprise fees. Please contact your account representative for more information.

SERVICE LEVEL AGREEMENTS (SLA) FOR NFV, TCI, AND TCP ENVIRONMENTS	
Products Supported	<ul style="list-style-type: none"> <li>VMware Telco Cloud Platform 5G Edition (Telco Cloud Automation Telco Edition, VMware Cloud Builder, VMware Tanzu Standard for Telco, VMware NSX DC Advanced, VMware vSphere Enterprise Plus)</li> <li>Telco Cloud Platform 5G – Upgrade Pack (Telco Cloud Automation Telco Edition, VMware Cloud Builder, VMware Tanzu Standard for Telco)</li> <li>VMware Telco Cloud Platform RAN™(VMware Telco Cloud Automation RAN Edition, VMware Cloud Builder, VMware Tanzu RAN, VMware vSphere RAN Edition)</li> <li>VMware Telco Cloud Platform Public Cloud (VMware Telco Cloud Automation, VMware Tanzu Kubernetes Grid, VMware vRealize™Orchestrator, VMware vCenter™VMware vRealize™ Operations Cloud, VMware vRealize™Log Insight Cloud, VMware vRealize™Network Insight Cloud, VMware Cloud Director Service)</li> </ul>

IT SUPPORT FOR NON-NFV, NON-TCI, AND NON-TCP ENVIRONMENTS AND/OR WORKLOADS	
Target Response Times	Critical (Severity 1) – 30 minutes; 24x7 Major (Severity 2) – 2 business hours; 10x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F)
Products supported	All products with underlying <a href="#">production support entitlements</a> except those specifically listed above as being covered by the VMware Success 360 for Telecom SLAs

### Benefits

VMware Success 360 Enterprise 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 get value out of the investments you have made