



# VMware Success 360 Standard for Telecom

## Continually realize value from your VMware investments

### At a glance

VMware Success 360 Standard 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

- Access to Success Planning materials to help you track, measure, and achieve outcomes faster from your VMware technology investments
- Adoption Accelerators to assist you with the onboarding 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™ Standard 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

Access self-service resources 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. You will have access to our Success Desk team, who will work with you to:

- Provide guidance on how to utilize our self-service Success Planning tools
- Assist with any inquiries related to our additional VMware Success 360 services
- 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

### 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 helps 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 100 hours per year of personalized workshops from our Accelerator Catalog with our technical subject matter experts who will assist you through the onboarding of a VMware technology.

### 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 10 users.

### Prioritized and Proactive Support

VMware Success 360 Standard for Telecom Prioritized and Proactive Support helps you speed issue resolution, minimize downtime, and prevent recurring incidents. It provides up to 10 individual IT users and 10 individual telecom 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
- 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](#) for IT environments and/or workloads and access to our premium level of [SDK/API Guidance](#)
- A designated Support Services Manager in your primary region to oversee your support experience and who will work with you up to 1½ days per week 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

## VMware Success 360 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 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™, Realize 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> <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>

## 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.

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 Standard for Telecom provides you with continuous guidance to achieve your goals and objectives, 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
- Take the best next steps toward achieving your goals
- Continually get value out of the investments you have made