VMware Success 360
Success Executive

Increase time or expand coverage

At a glance
VMware Success 360 Success Executive add-on option provides:

• A holistic oversight and advocacy of your overall VMware Success 360 experience
• A single point of contact for your VMware Success 360
• A limit of one business unit and Entitlement Account per customer, per geography

Learn more
Visit vmware.com/success360

Service overview
VMware Success 360™ Success Executive Add-On is offered as a supplement to your existing VMware Success 360 coverage and is intended to complement the value you receive. Your designated Success Executive will become familiar with your team, use cases, and environment and act as your single point of contact for your VMware Success 360 activities. They 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 VMware Professional Services or VMware Technical Account Management Services, which 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 Success Executive | All products with VMware Success 360 entitlements
For a list of supported products click here |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Products Supported</td>
<td>Yes</td>
</tr>
<tr>
<td>Remote Support</td>
<td>Yes</td>
</tr>
<tr>
<td>Business Outcomes Workshop</td>
<td>1/Year</td>
</tr>
<tr>
<td>Guided Success Planning</td>
<td>1 Plan/Year</td>
</tr>
<tr>
<td>Proactive Check-Ins</td>
<td>Monthly</td>
</tr>
<tr>
<td>Success Business Reviews</td>
<td>2/Year</td>
</tr>
<tr>
<td>Purchase Options</td>
<td>Up to 1 day/week, 2.5 days/week, or dedicated 5 days/week</td>
</tr>
</tbody>
</table>
Terms and conditions

Requires active VMware Success 360 Standard, VMware Success 360 Advanced or VMware Success 360 Enterprise contract.

There is a limit of one (1) business unit and Entitlement Account per customer, per geography. Success Executive availability is aligned to their local business hours.