



VMware Success 360 Supported Products

Quick Reference Guide

At a glance

This Quick Reference Guide identifies VMware products and solutions supported by VMware Success 360.

Key benefits

- Success Planning provides personalized guidance to help you track, measure, and achieve outcomes faster from your VMware technology investments
- 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

Service Overview

VMware Success 360™ is a success offering built to guide you through all the stages of your journey with VMware products and solutions. VMware Success 360 is continuously growing and is intended to cover the VMware ecosystem across products and franchises. See below for current coverage across VMware products.

Success Planning

VMware Success 360 includes comprehensive Success Planning to achieve your desired business and IT outcomes with VMware products. Success Planning coverage includes the most common product use cases, Adoption Accelerators and Digital Learning.

We currently offer Success Planning for products within the following franchises: VMware Multi-Cloud, VMware End-User Computing, VMware Cloud Management, VMware NSX, VMware Cloud Foundation, and VMware Modern Applications Platform.

Adoption Accelerators

VMware Success 360 includes a wealth of Adoption Accelerators built to address your most common challenges—from onboarding to consumption and optimization.

The VMware team is continuously building new pathways to add to VMware Success 360 Adoption Accelerators Catalog.

For a list of products and use cases supported, please reference the table below.

ADOPTION ACCELERATORS		
Franchise	Product	Use Case
Digital Workspace	Workspace ONE® UEM Workspace ONE® Access™ VMware Horizon® (covers entire Horizon Suite)	Identity and Access Management Unified Endpoint Management Virtual Desktops and Applications

ADOPTION ACCELERATORS		
Franchise	Product	Use Case
Virtual Cloud Network	VMware SD-WAN™ VMware NSX® Advanced Load Balancer™(AVI Networks) VMware NSX®	Microsegmentation Network Virtualization NSX-V to NSX-T Migration Software-Defined WAN (SD-WAN) NSX Advanced Load Balancer for Server Load Balancing
Multi-Cloud	VMware Cloud™ VMware Cloud Foundation™ VMware HCX® VMware vSphere® VMware vSAN™ VMware Site Recovery Manager™ VMware vRealize® Automation™ (including Salt Stack) vRealize Log Insight¹ VMware vRealize® Operations™ VMware vRealize® Network Insight™	HCI Private Cloud with VMware Cloud VMware Cloud™on AWS Activation and Workload Migration VMware Managed Cloud on AWS Disaster Recovery and Advanced Networking VMware Cloud™on Dell HCI Private Cloud with VMware Cloud Foundation™ VMware HCX® Workload Migration Compute Virtualization Storage Virtualization Disaster Recovery Multi-Cloud Extensibility Self-Service Provisioning Log Centralization Operations Management Network Visibility
Modern App	VMware Tanzu®	Application Replatform Centralize Modern Application Management Reliable Messaging Delivery Replatform a Relational Database Kubernetes Monitoring Apps & Microservices Observability
Security	VMware Carbon Black®	Replace traditional anti-virus with Carbon Black Cloud Next Generation Anti-Virus Remote Desktop Security Virtual Workloads on vSphere and Networking Security Migrating from On-premises Endpoint Detection and Response (EDR) to CB Cloud Enterprise EDR Container Workloads Security Application Control Implementation Readiness

ADOPTION ACCELERATORS		
Franchise	Product	Use Case
Transformation Consulting	Organization Transformation	VMware Cloud Foundation Human Change Organizing for Anywhere Workspace

Note: ¹ Support for both on-premises and cloud solutions.

Note: ² Some limitations may apply for U.S. Federal Agencies due to the U.S. citizens located on U.S. soil delivery requirement.

Digital Learning

The VMware Success 360 Digital Learning Subscription empowers your team to gain new skills to accelerate technology value realization with 24x7 access to intermediate level courses, lab demos, 'how-to' content, and exam preparation videos.

Prioritized and Proactive Support

VMware Success 360 customers benefit from Prioritized and Proactive Support to keep things running smoothly and minimize downtime. This includes direct routing access to VMware's expert level engineers and AI-driven technology through [VMware Skyline Advisor Pro](#).

For a list of products supported, please reference the table below.

PRIORITIZED AND PROACTIVE SUPPORT	
Offering	Products Supported
VMware Success 360	All products with underlying production support entitlements excluding: CloudHealth® VMware Carbon Black VMware SASE™ products VMware Greenplum® (formerly VMware Tanzu® Greenplum®) VMware Tanzu® SQL VMware Tanzu® Gemfire® VMware Tanzu® RabbitMQ® VMware Tanzu® Application Service™ VMware Tanzu® Standard Runtime™ VMware Tanzu® Observability™ by Wavefront VMware Tanzu® Build Service™ VMware Tanzu® Application Platform™

Learn more

Visit vmware.com/services.

Terms and conditions

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

Services are limited to one Entitlement Account per customer.

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 fees. Please contact your account representative for more information.

PRIORITIZED AND PROACTIVE SUPPORT	
Offering	Products Supported
VMware Success 360 for U.S. Federal	All on-premises products with underlying production support entitlements, Workspace ONE and VMware Cloud™ on AWS excluding: CloudHealth VMware Carbon Black VMware SASE products Greenplum Tanzu SQL Tanzu Gemfire Tanzu RabbitMQ Tanzu Application Service Tanzu Standard Runtime Tanzu Observability Tanzu Build Service Tanzu Application Platform
VMware Success 360 for Telco	All VMware Success 360 eligible products.