



# 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

- Technical Adoption Management provides a subject matter expert, advocate and advisor who helps you achieve outcomes faster from your VMware technology investments.
- 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. All services are delivered in English. Please reach out to your sales representative for local language availability.

### Technical Adoption Management

Technical Adoption Management provides a subject matter expert, advocate, and advisor who will equip your organization with proven methodologies and exclusive tools to keep your VMware initiatives on track while driving product adoption, consumption, and value realization. Activities include success planning, technology assessment, solution guidance, operational optimization recommendations and peer insights.

We currently offer success planning for products within the following franchises: Multi-Cloud, App Platform, Cloud and Edge Infrastructure, Anywhere Workspace, Security and Networking.

### 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, VMware Success 360 Enterprise edition provides 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.

Note: Limitations may apply for U.S. Federal Agencies due to U.S. citizen / U.S. soil delivery requirement. Excluded product families include VMware vCloud Director®, VMware Cloud™, VMware Tanzu® and VMware SASE™.

### Accelerators

VMware Success 360 includes a wealth of 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 Accelerators Catalog.

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

ACCELERATORS		
Franchise	Product	Use Case
Anywhere Workspace	VMware Workspace ONE® VMware Workspace ONE® UEM VMware Workspace ONE® Access™ VMware Horizon® (covers entire Horizon Suite)	Identity and Access Management Unified Endpoint Management Virtual Desktops and Applications
Virtual Cloud Network	VMware SD-WAN™ VMware NSX® Advanced Load Balancer™ VMware NSX® VMware SASE	Microsegmentation with NSX-T Network Virtualization NSX-V to NSX-T Migration Software-Defined WAN (SD-WAN) NSX Advanced Load Balancer for Server Load Balancing NSX Advanced Threat Prevention

ACCELERATORS		
Franchise	Product	Use Case
Multi-Cloud	VMware Cloud™ VMware Cloud™ on AWS Google Cloud VMware® Engine Azure VMware® Solution VMware Telco Cloud Automation™ VMware Cloud Foundation™ VMware HCX® VMware vSphere® VMware vSAN™ VMware Site Recovery Manager™ VMware Aria Automation™ <sup>1</sup> (including Salt Stack) VMware Aria Operations™ <sup>1</sup> VMware Aria Operations™ for Logs <sup>1</sup> VMware Aria Operations™ for Networks <sup>1</sup> VMware Skyline Advisor™ Pro	HCI Private Cloud with VMware Cloud Foundation™ VMware Cloud™ on AWS Activation and Workload Migration VMware Managed Cloud on AWS Disaster Recovery and Advanced Networking Google Cloud VMware Engine Activation Azure VMware Solution Activation VMware HCX® Workload Migration Telco Cloud Platform Automation Compute Virtualization with vSphere Storage Virtualization with vSAN Disaster Recovery with Site Recovery Manager Multi-Cloud Extensibility Self-Service Provisioning Log Centralization Operations Management Network Visibility Custom Workflow Configuration Management VMware Skyline for Proactive Intelligence
Modern App	VMware Tanzu®	Application Replatform Centralize Modern Application Management Reliable Messaging Delivery Replatform a Relational Database Kubernetes Monitoring Cloud Performance and Cost Optimization Apps and Microservices Observability
Transformation Consulting	VMware Workspace ONE VMware Cloud Foundation	Organizational Transformation

Note: <sup>1</sup> Support for both on-premises and cloud solutions.

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

## Digital Learning

VMware Success 360 Digital Learning 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, reference the table below.

PRIORITIZED AND PROACTIVE SUPPORT	
Offering	Products Supported
VMware Success 360	<p>All products with underlying production support entitlements excluding:</p> <ul style="list-style-type: none"> <li>CloudHealth®</li> <li>VMware Carbon Black®</li> <li>VMware Aria Operations™ for Applications</li> <li>VMware Greenplum® (formerly VMware Tanzu® Greenplum®)</li> <li>VMware Tanzu® SQL</li> <li>VMware Tanzu® Gemfire®</li> <li>VMware Tanzu® RabbitMQ®</li> <li>VMware Tanzu® Application Service™</li> <li>VMware Tanzu® Build Service™</li> <li>VMware Tanzu® Application Platform™</li> </ul>

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

PRIORITIZED AND PROACTIVE SUPPORT	
Offering	Products Supported
VMware Success 360 for U.S. Federal Agencies	<p>All on-premises products with underlying production support entitlements, Workspace ONE and VMware Cloud™ on AWS excluding:</p> <ul style="list-style-type: none"> <li>CloudHealth</li> <li>VMware Carbon Black</li> <li>VMware Aria Operations for Applications</li> <li>Greenplum</li> <li>Tanzu SQL</li> <li>Tanzu Gemfire</li> <li>Tanzu RabbitMQ</li> <li>Tanzu Application Service</li> <li>Tanzu Build Service</li> <li>Tanzu Application Platform</li> </ul>
VMware Success 360 for Telecom	All VMware Success 360 eligible products.