VMware Success 360™
Continuously realize value from your VMware investments
Technology adoption is a continuous journey of innovation. Realizing the full benefits of your investments means identifying the best routes, avoiding roadblocks, and constantly monitoring and measuring your progress.

So how do you do that?

Partner with VMware for a personalized experience that is laser-focused on your desired goals. Our knowledge of the best steps to attain them will help you continuously realize the most value from your VMware investments.

VMware Success 360 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 achieve outcomes faster from your investments. There are four components: Success Planning, Ongoing Adoption Guidance, Design Workshops, and Dedicated and Proactive Support.
Continuously guiding and driving success

- Success Planning
- Dedicated and Proactive Support
- Design Workshops
- Ongoing Adoption Guidance
- VMware Success 360

Overview
Guide to Success

Success Planning
Adoption Guidance

Design Workshops
Dedicated Proactive Support

Next Steps
Stay on track to achieve your desired outcomes with Success Planning

Customized based on where you are and where you want your journey to take you

We will work with you to create your personal Success Plan based on your current state and your desired goals. The plan will:

• Document your desired business and IT outcomes with mutually agreed-upon metrics for success
• Show technical capabilities and activities needed to achieve these outcomes
• Contain milestones and identify responsible stakeholders to help monitor and measure progress
• Be continuously updated as new business opportunities arise or new solutions are adopted
• Contain recommended Ongoing Adoption Guidance, Design Workshops, or optional in-depth services, such as Consulting, Education, or Technical Account Management, that may be needed to accomplish your goals, and that are incorporated into your plan
Success Scorecard
Track health metrics and outcome achievements all in one place

A Success Scorecard will provide you with a dynamic view of your overall health using critical metrics. We will track business value, performance value, and experience value to help us ensure you are realizing value, and that our products are performing as you expect.

**Business value metrics** track the economic value you are receiving from your VMware solutions, including outcomes, cost savings, and adoption status.

**Experience value metrics** help us determine if your experience with VMware is positive and relevant, measuring KPIs such as NPS, CSAT, number of support requests received/escalated, and time to close them.

**Performance value** measures how well our solutions are forming and tracks data such as product problem reports, feature requests, and periods of uninterrupted usage.
Ongoing Adoption Guidance surrounds you with expertise

Get the help you need throughout your technology journey with Ongoing Adoption Guidance. We identified common customer challenges in key areas such as getting started, onboarding, or adoption, and organized our assistance into Adoption Guidance and Design Workshops based on the outcomes you are pursuing. Ongoing Adoption Guidance is provided through self-service assistance that helps you adopt a feature or build a basic capability. This includes on-demand “how-to” or “use case” webinars to help you implement new features.

**INFORM**
Self-service resources
Leverage videos, product documentation, knowledge articles and community forums.

**ENABLE**
Group enablement sessions
Access on-demand “how-to” or “use case” enablement webinars to help build your expertise.
Leverage Design Workshops for personalized help when you need it

In addition to Ongoing Adoption Guidance, we provide live remote Design Workshops. These workshops with one of our expert engineers will lead you through, or implement for you, a new feature, capability, or configuration in your system. By combining Adoption Guidance and Design Workshops with Consulting, Education, and Technical Account Management Services, you will have a comprehensive approach to achieving your goals, from advice through operationalization and continuous value realization.

**GUIDE**

1:1 Assistance

Live online workshops to lead you through deployment, integration, or configuration of your VMware product.

**BUILD**

Remote Implementation

Hands-on remote delivery services with a Certified Specialist who implements new capabilities for you.
Success Pathways guide you toward your desired outcomes

Type of Assistance

BUILD

GUIDE

ENABLE

INFORM

Lifecycle Stage

1. Onboard VMware Cloud on AWS
2. Adopt VMware HCX
3. Adopt VMware vRealize Network Insight
4. Discover Application Dependencies
5. Plan Application Migration
6. Execute Migration Wave
7. Optimize SDDC for Scale
Benefit from Dedicated and Proactive Support

VMware Success 360’s Dedicated and Proactive Support will help you speed issue resolution, minimize downtime, coordinate root cause analysis, and prevent recurring incidents. It provides:

• Proactive, predictive issue identification and problem prevention
• AI/ML-enabled capabilities via VMware Skyline Advisor with real-time monitoring
• Expert-level engineers who are assigned to your account
• Comprehensive cross-product, 24x7 global access with unlimited requests
• Support activity review and trend analyses
• Weekend support for Severity 2 critical issues
• A personalized, tailored digital experience that includes executive dashboards
Take the Next Step

Contact VMware today to start extracting continuous value from your investments and achieve outcomes faster by surrounding yourself with VMware Success 360. Learn more at VMware.com/Success360