



# VMware Success 360 Support Services Manager

Your trusted support advisor

## At a glance

VMware Success 360 Support Services Manager provides:

- A holistic oversight and advocacy of your overall support experience
- A single point of accountability for support request management
- Proactive support services, guidance, and recommendations

## Learn more

Visit [vmware.com/success360](https://vmware.com/success360)

## Service overview

VMware Success 360™ Support Services Manager is offered as a supplement to your existing VMware Success 360 coverage and is intended to complement the value you receive. Your designated Support Services Manager will become familiar with your team, use cases, and environment and act as your single point of contact for your support-related activities. They will work with you to:

- Provide support request and critical situation management
- Facilitate recurring team meetings to review support requests, status updates and upcoming projects
- Ensure root cause analysis is documented for your critical support requests
- Assist in coordinating VMware resources and provides guidance for multi-vendor troubleshooting efforts
- Coordinate proactive support services

VMware Success 360 Support Services Manager	
Products Supported	All products with VMware Success 360 entitlements For a list of supported products <a href="#">click here</a>
Remote Support	Yes
Support Request Reporting	Weekly
Support Review Meetings	Weekly
Support Business Reviews	2/Year
Proactive Support Services	Yes
Multi-Vendor Collaboration	Yes
Root Cause Analysis Delivery	Yes
Purchase Options	Up to 1 day/week, 2.5 days/week or 5 days/week

## Eligibility and restrictions

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. The Support Services Manager availability is aligned to their local business hours.