

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
- A limit of one business unit and Entitlement Account per customer, per geography

LEARN MORE

Visit vmware.com/success360

FOR MORE INFORMATION

Contact a Professional Services expert at vmware.com/company/contact.html

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMware makes no warranties, express or implied in this datasheet. On-Premises Support Services included in this datasheet are subject to [VMware Technical Support and Subscription Terms and Conditions](#).

The VMware Success 360 Support Services Manager add-on option is available for both on-premises and SaaS environments.

Service overview

VMware Success 360 Support Services Manager (SSM) is offered as a supplement to VMware Success 360 and is intended to complement the value you receive. Your designated SSM 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 onsite and proactive support services

VMware Success 360 Support Services Manager	
Products Supported	All products with VMware Success 360 entitlements
Remote Support	Yes
Onsite Support Coordination	Yes
Support Request Reporting	Weekly
Support Review Meetings	Weekly
Support Business Reviews	Quarterly
Proactive Support Services	Yes
Multi-Vendor Collaboration	Yes
Root Cause Analysis Delivery	Yes
Purchase Options	~1-day increments per week
Service Time	Up to 8 hours per week

**Note: VMware Success 360 requires active Production Support Services.*