

VMware Success 360 Support Services Manager

End of Sale November 22, 2023

At a glance

VMware Success 360 Support Services Manager provides:

- 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 Support](#).

Service overview

VMware Success 360™ Support Service 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 VMware Success 360 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 on your critical support requests
- Assist in coordinating VMware resources and provide guidance for multi-vendor troubleshooting efforts
- Coordinate proactive support services

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