

VMware Success 360 for Telecom

Continually realize value from your VMware investments

AT A GLANCE

VMware Success 360 for Telecom is a success offering that continually guides you through all the stages of your telco transformation journey with VMware solutions. It provides a consistent way of working with VMware that will help you continually realize value and achieve outcomes faster from your investments.

KEY BENEFITS

- Success Planning that provides personalized guidance to help you achieve outcomes faster from your VMware technology investments
- Adoption Guidance and Workshops to help you with onboarding, adopting, consuming, and optimizing your use of VMware technology
- Digital Learning helps your team gain new skills to accelerate VMware technology value realization
- Dedicated and Proactive Support with predictive issue prevention and fast, prescriptive problem resolution to maximize productivity and uptime

Business challenge

The telco transformation is a complex and continuous innovation journey that impacts all aspects of the telco business. It entails modernizing and virtualizing network functions, adopting agile cloud-native automation and agile operating model, and developing new and exciting digital services to monetize and address new user demands. However, achieving the expected outcomes from technology investments requires identifying the best routes, avoiding roadblocks, constantly monitoring, and measuring progress, and adjusting based on those metrics.

Success requires that both you and VMware have a laser focus on your desired goals and knowledge of what the best steps are to attain them. To do that we must work together.

Service overview

When you make a commitment to using VMware technology, you are getting a business partner who understands your challenges, your industry, and how to maximize the value from your solutions.

VMware Success 360™ for Telecom is a comprehensive success offering that guides you through all the stages of your Telco transformation journey with VMware solutions. It provides a consistent way of working with VMware that will help you continually realize value and achieve outcomes faster from your investments. There are several components – Success Planning, Adoption Guidance and Workshops, Digital Learning, and Dedicated and Proactive Support.

Success Planning

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, and use case priorities with mutually agreed upon metrics for success
- Help navigate integration and adoption challenges including active coordination assistance with ecosystem partners for collaborative solutions
- 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 Adoption Guidance and Workshops, Digital Learning, or optional fee-based in-depth services, such as Consulting, Learning, or Technical Account Management, that may be needed to accomplish your goals, and that are incorporated into your plan

VMWARE SUCCESS 360 FOR TELECOM

- Guaranteed support response times for your NFV, TCI and TCP environments
- Service Restoration Service Level Agreements (SLAs) for your NFV, TCI (vCloud and VIO-based), and TCP environments—a unique offering for telco customers
- IT (non-telco) environments receive target response times; there are no guaranteed response times or restoration times for IT environments
- Priority access to the Senior Technical Support Engineers (TSEs) with specific Telco Solution knowledge
- The designated Support account services contact acts as the single point of contact for your NFV, TCI, TCP, TCP-RAN, and IT (non-NFV, non-TCI, non-TCP, and non-TCP-RAN) environments
- Facilitated onsite or remote engagements
- Regular Supportability Assessments on deployed NFV and Telco Cloud environments
- Collaborative engagement model where VMware works with your virtual network function vendors to ensure solutions are found for multivendor issues

A Health 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 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 performing for you and tracks data such as product problem reports, feature requests and periods of uninterrupted usage. We will share progress and stay aligned through regular Executive Business Reviews to ensure stakeholders are completely aligned and in sync at all times.

Adoption Guidance and Workshops

We identified common customer challenges around key areas such as getting started, onboarding, or adoption and organized our assistance into Adoption Guidance and Design Workshops for your IT environments (non-telco) based on the outcomes you are pursuing. 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. Workshops offer personalized assistance with our expert engineers who will guide you through a new feature, capability, or configuration in your system.

Digital Learning

We believe that access to world class knowledge, when and where you want it, is critical to your long-term success. We help your team gain new skills to accelerate VMware technology value realization with VMware’s Learning Premium Subscription. It provides you with 24x7 access to intermediate-level courses, demos, simulated labs and exam preparation videos for an unlimited number of users.

Dedicated and Proactive Support

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

- AI/ML enabled capabilities via VMware Skyline Advisor for your IT environments to assist with proactive, predictive issue identification for problem prevention
- Direct routing to senior-level Technical Support Engineers
- Comprehensive cross-product, 24x7 global access with unlimited requests
- Support activity reporting and critical situation management
- A personalized, tailored digital experience that includes executive dashboards
- *Expedited response times* and *SDK/API Guidance*

VMware Success 360 for Telecom uses a solution-focused approach to support VMware products and solutions across your business- critical network functions virtualization (NFV) platforms Telco Cloud Infrastructure (TCI) and Telco Cloud Platform (TCP) and Telco Cloud Platform-RAN. As NFV environments are modernized for 5G networks, to deploy and run cloud-native and virtual network functions, VMware Success 360 for Telecom is delivered by teams of experienced and solution-focused support personal with knowledge across all generations of cellular and fixed-line technologies. The VMware Support team will engage your operations team to lay out and plan a proactive approach to support your environments. This engagement service identifies and resolves risks before they turn into issues to protect your business and customers. VMware Success 360 for Telco focuses on three key areas:

VMWARE SUCCESS 360 FOR TELCO

- VMware Production Support is a prerequisite.
- Compliance with the appropriate NFV or TCI or TCP or TCP-RAN Reference Architecture – a Supportability Assessment will be performed by the VMware Success 360 Support for Telco team. Compliance with the appropriate Reference Architecture is a requirement for penalty-backed Service Restoration SLAs.
- You must have an industry-standard deployment process (ITIL or the equivalent) in place that includes a structured project management approach. This process covers items such as high-level design, low-level design, testing in a pre-production environment acceptance test plans and stability periods for new NFV platforms.
- You must have an industry-standard change management process in place for existing platforms.

- Assess and plan – VMware performs a comprehensive review of your environments and solutions, to determine supportability. We work with your team to assess your deployment and downstream deliverables to your internal customers. Then, we develop a plan that fits your specific requirements.
- Proactively prevent – With the plan in place, we work with your team to introduce tools, knowledge, and processes to help prevent risks from turning into issues, focusing on improving operational health, stability and performance across people, process and technology.
- Restore and resolve – If something unforeseen happens or a risk turns into reality, the VMware team will get your system and services back online as soon as possible.

OVERVIEW	Self Help Access: KB articles, Product Documentation & Communities	Yes
	Online Access to Product Updates and Upgrades	Yes
	Length of Contract Engagement	One Year or Multi-Year
	Products Supported	VMware Reference Architecture

REACTIVE SUPPORT	Number of Support Requests	Unlimited
	Number of Support Administrators (individual)	Unlimited
	Root Cause Analysis	Yes, for Severity 1 & 2
	Senior-Level Support Engineers	Yes
	Onsite or Remote Engagements	Selected Products
	SDK	VMware SDK and API Support Program
	Restoration Service Level Agreements	Yes

FEATURE	VMWARE SUCCESS 360 FOR TELECOM FOR NFV ENVIRONMENTS
Products Supported	VMware vCloud™ NFV™ (VMware vSphere™, VMware vCloud Director™ for Service Providers, VMware vSAN™, VMware NSX™, VMware Site Recovery Manager™, VMware vRealize™ Operations™, vRealize Log Insight™, vSphere Replication™, VMware vRealize™ Network Insight™)
Guaranteed Response Times	Critical (Severity 1) – 30 minutes; 24x7 Major (Severity 2) – 1 hour; 24x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F) Proactive (Severity 5) – 3 business days
Restoration Times	Critical (Severity 1) – 4 hours Major (Severity 2) - 24 hours Minor (Severity 3) – 1 week Cosmetic (Severity 4) – Not applicable

FEATURE	VMWARE SUCCESS 360 FOR TELECOM FOR TCI ENVIRONMENTS
Products Supported	<p>Telco Cloud Infrastructure vCloud Director Edition (VMware vCloud Director™, VMware vRealize™ Suite Standard, VMware vSAN Standard, VMware NSX DC Advanced, VMware vSphere Enterprise Plus)</p> <p>Telco Cloud Infrastructure VMware Integrated OpenStack Edition (VMware VIO, VMware vRealize™ Suite Standard, VMware vSAN Standard, VMware NSX DC Advanced, VMware vSphere Enterprise Plus)</p>
Guaranteed Response Times	<p>Critical (Severity 1) – 30 minutes; 24x7</p> <p>Major (Severity 2) – 1 hour; 24x7</p> <p>Minor (Severity 3) – 4 business hours; 10x5 (M–F)</p> <p>Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F)</p> <p>Proactive (Severity 5) – 3 business days</p>
Restoration Times	<p>Critical (Severity 1) – 4 hours</p> <p>Major (Severity 2) – 24 hours</p> <p>Minor (Severity 3) – 1 week</p> <p>Cosmetic(Severity 4)– Not applicable</p>

FEATURE	VMWARE SUCCESS 360 FOR TELECOM FOR TCP ENVIRONMENTS
Products Supported	<p>VMware Telco Cloud Platform 5G Edition (Telco Cloud Automation Telco Edition, VMware Cloud Builder, VMware Tanzu Standard for Telco, VMware NSX DC Advanced, VMware vSphere Enterprise Plus)</p> <p>Telco Cloud Platform 5G – Upgrade Pack (Telco Cloud Automation Telco Edition, VMware Cloud Builder, VMware Tanzu Standard for Telco)</p>
Guaranteed Response Times	<p>Critical (Severity 1) – 30 minutes; 24x7</p> <p>Major (Severity 2) – 1 hour; 24x7</p> <p>Minor (Severity 3) – 4 business hours; 10x5 (M–F)</p> <p>Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F)</p> <p>Proactive (Severity 5) – 3 business days</p>
Restoration Times	<p>Critical (Severity 1) – 4 hours</p> <p>Major (Severity 2) – 24 hours</p> <p>Minor (Severity 3) – 1 week</p> <p>Cosmetic(Severity 4)– Not applicable</p>

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FEATURE	VMWARE SUCCESS 360 FOR TELECOM FOR TCP-RAN ENVIRONMENTS
Products Supported	VMware Telco Cloud Platform RAN™ (VMware Telco Cloud Automation RAN Edition, VMware Cloud Builder, VMware Tanzu RAN, VMware vSphere RAN Edition)
Guaranteed Response Times	Critical (Severity 1) – 30 minutes; 24x7 Major (Severity 2) – 1 hour; 24x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F) Proactive (Severity 5) – 3 business days
Restoration Times	Critical (Severity 1) – 4 hours Major (Severity 2) – 24 hours Minor (Severity 3) – 1 week Cosmetic(Severity 4)– Not applicable

Note: For Distributed Unit (DU) workloads, the hardware that the DUs run on must be validated by both VMware and the RAN ISV before a support call will be accepted. Contact your VMware Account Team for further details.

FEATURE	IT SUPPORT FOR NON-NFV, NON-TCI AND NON-TCP ENVIRONMENTS
Products supported	All products with production support entitlements except those specifically listed as being covered by VMware Success 360 for Telco SLAs
Target Response Times	Critical (Severity 1) – 30 minutes; 24x7 Major (Severity 2) – 2 business hours; 24x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F) Proactive (Severity 5) – 3 business days

FEATURE	VMWARE SUCCESS 360 FOR TELECOM FOR ALL ENVIRONMENTS
Business Hours	Monday – Friday – All issues Saturday – Sunday – Severity 1 and 2 issues

Benefits

VMware Success 360 for Telecom provides you with continuous guidance tailored to your goals and objectives, that can be scaled up or down based on the technology you are adopting and the speed and routes you want to take in your journey. Our goal is to provide you with a unified, simplified experience with VMware that helps you:

- Achieve outcomes, faster, from your technology investments
- Adapt as the business changes
- Take the best next steps toward achieving your goals
- Continually get value out of the investments you’ve made

