

# The Total Economic Impact™ Of VMware vRealize Operations

Through four customer interviews and data aggregation, Forrester concluded that VMware vRealize Operations has the following three-year financial impact for continued use for existing customers.

## VOICE OF THE CUSTOMER

**We shift capacity between teams a lot, even across borders. One time, our Canadian team needed capacity during peak season, and we found a cluster with capacity. No delays, no need to buy more servers, no shipping — we saved \$100,000 to \$200,000.**

*Senior engineer of infrastructure and platforms, North American retail company*



NPV

**\$11.35M**

ROI

**300%**

PAYBACK

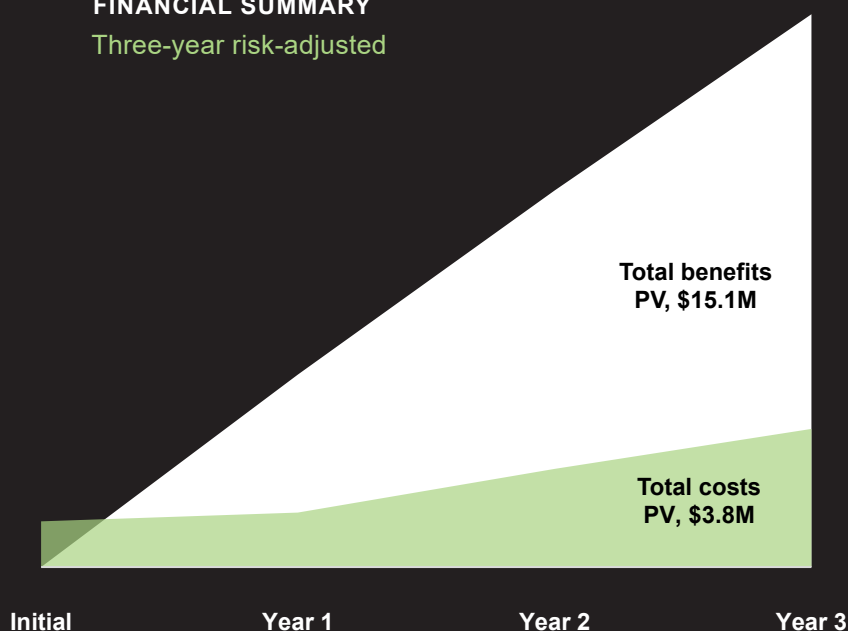
**< 6 months**

## VMWARE VREALIZE OPERATIONS BY THE NUMBERS

<b>\$12.2M</b>	Reduction in unplanned downtime
<b>\$720K</b>	Reduction in mean time to resolution
<b>\$38K</b>	Improvement in operational efficiency
<b>\$1.1M</b>	Reduction in software licensing cost
<b>\$1M</b>	Reduction in hardware cost

## FINANCIAL SUMMARY

Three-year risk-adjusted



Read the  
full study

This document is an abridged version of a case study commissioned by VMware titled: The Total Economic Impact Of VMware, September 2021.

© Forrester Research, Inc. All rights reserved.

Commissioned By

**vmware**®