VMware Success 360 Customer Success Manager

End of Sale as of May 5, 2023

At a glance

VMware Success 360 Customer Success Manager Add-On option provides:

- A holistic oversight and advocacy of your overall VMware Success 360 experience

- A single point of contact for your VMware Success 360

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

Learn more

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Service overview

VMware Success 360™ Customer Success Manager Add-On is offered as a supplement to your existing VMware Success 360 coverage and is intended to complement the value you receive. Your designated VMware Success 360 Customer Success 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:

- Develop and maintain a plan of your desired business and IT outcomes and use case priorities with mutually agreed upon metrics for success.

- Recommend relevant Accelerators, Digital Learning, or optional fee-based services, such as VMware Professional Services or VMware Technical Account Management Services, which may be needed to accomplish your goals, and that are incorporated into your plan.

- Connect during regular touchpoints to ensure progression of your plan and that all your VMware Success 360 and VMware services are meeting your needs.

- Deliver Success Business Reviews to report on progress and upcoming milestones for continuous stakeholder alignment.

VMware Success 360 Customer Success Manager	
Products Supported	All products with VMware Success 360 entitlements For a list of supported products click here
Remote Support	Yes
Business Outcomes Workshop	1/Year
Guided Success Planning	1 Plan/Year
Proactive Check-Ins	Monthly
Success Business Reviews	2/Year
Purchase Options	Up to 1 day/week, 2.5 days/week, or dedicated 5 days/week

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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. Success Executive availability is aligned to their local business hours.