VMware Success 360

End of Sale as of August 3, 2022

AT A GLANCE

VMware Success 360™ is a success offering that continually guides you through all the stages of your 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

Technology adoption is not a single event. It's a continuous journey of innovation with new business opportunities to investigate, new discoveries to be made, and new routes to uncover. 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 is a comprehensive success offering that guides you through all the stages of your 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
- 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 services, such as Consulting, Learning, or Technical Account Management, that may be needed to accomplish your goals, and that are incorporated into your plan

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®

License to Deliverables - If Deliverables are included in the Services, VMware grants Customer a non-exclusive, non-transferrable, irrevocable (except in case of breach of the SnS Terms) perpetual license, without the right to sublicense, to use and copy, for Customer's internal business operations only (the "Deliverables License"). "Deliverables" means any reports, analyses, scripts templates, code, or other work results to be delivered by VMware to Customer under the SnS Terms.

Incremental Product Spend
Any incremental product spend is subject to additional VMware Success 360 fees. Please contact your account representative for more information.

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 Workshops 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's Dedicated and Proactive Support helps you speed issue resolution, minimize downtime, coordinate root cause analysis (for Severity 1) and prevent recurring incidents. It provides:

- AI/ML enabled capabilities via VMware Skyline Advisor 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*

For additional support, a Support Services Manager (SSM) is offered as a supplement to VMware Success 360 to complement the value you receive. *Learn more here.*

Benefits
VMware Success 360 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