


# VMware Trust and Assurance



The VMware Trust and Assurance Framework consists of four key building blocks of Reliability, Integrity, Security, and Commitment, which addresses the most pressing customer concerns and showcases why customers can rely on VMware as their most trusted IT infrastructure vendor.



## RELIABILITY

**Dedicated quality and performance teams**

- Conducts rigorous quality and performance testing throughout the product development life cycle
- Ensures products perform excellently and scale optimally
- Drives industry performance and cloud benchmarks: **TPC-V, TPC-VMS**
- Enables reliable virtualization of business-critical applications


## INTEGRITY

**500,000** customers—including **100% of Fortune 100**—trust the VMware infrastructure platform.

Develops software using secure design and coding principles—such as minimum attack surface, least privilege, and defense in depth—and standardized build and release processes that ensure product integrity.

**Adheres to Stringent Data Privacy Policies**

**Actively Manages Supply Chain Risk**



Maintains governance, risk and compliance framework based on ISO 27001 industry best practices.



## COMMITMENT

Staffs **8** support centers worldwide with **1,000+** technical support professionals, world's largest virtualization and cloud support team.

Collaborates closely with **45,000+** Ecosystem Partners, including **1,300+** Technology Alliance Partners to produce

- **40** unique programs
- **13,000+** VMware certified products
- **52,000+** SDK downloads
- **6.5 M+** annual page views of the VMware Compatibility Guide



Focuses ongoing engineering for products in the field with continuing product development.

Technical and sales enablement support for customers and partners extends across on-premises and cloud software deployments

Creates industry solutions for compliance and cyber risk management.



## SECURITY

**Follows rigorous security development lifecycle:**

- Embeds security in product design, development, and testing
- Pen tests conducted by third-party vendors



**Complies with most rigorous security standards:**

- Common Criteria, FIPS-140, and DISA STIG

**Maintains world-class security and response team:**

- Patched **27** products in less than **2** weeks in response to Heartbleed
- Uses **7** layers of isolation and protection in industry-leading hypervisor architecture



**Extends security across public, private, and hybrid cloud with VMware vCloud® Air™:**

- ISO/IEC 27001:2013 Certification for Information Security Management System
- FedRAMP compliance



**Participates in various industry groups and initiatives:**

- Maintains active membership in SAFECode, and BSIMM
  - Stays out in front on technology and threats
  - Reduces security risks for customers and partners