

CXS2374BCN

vmware® EXPLORE

Operationalizing VMware Skyline

Lessons Learned from the Field

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Presenter



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Agenda

VMware Skyline Overview

VMware Skyline Announcements

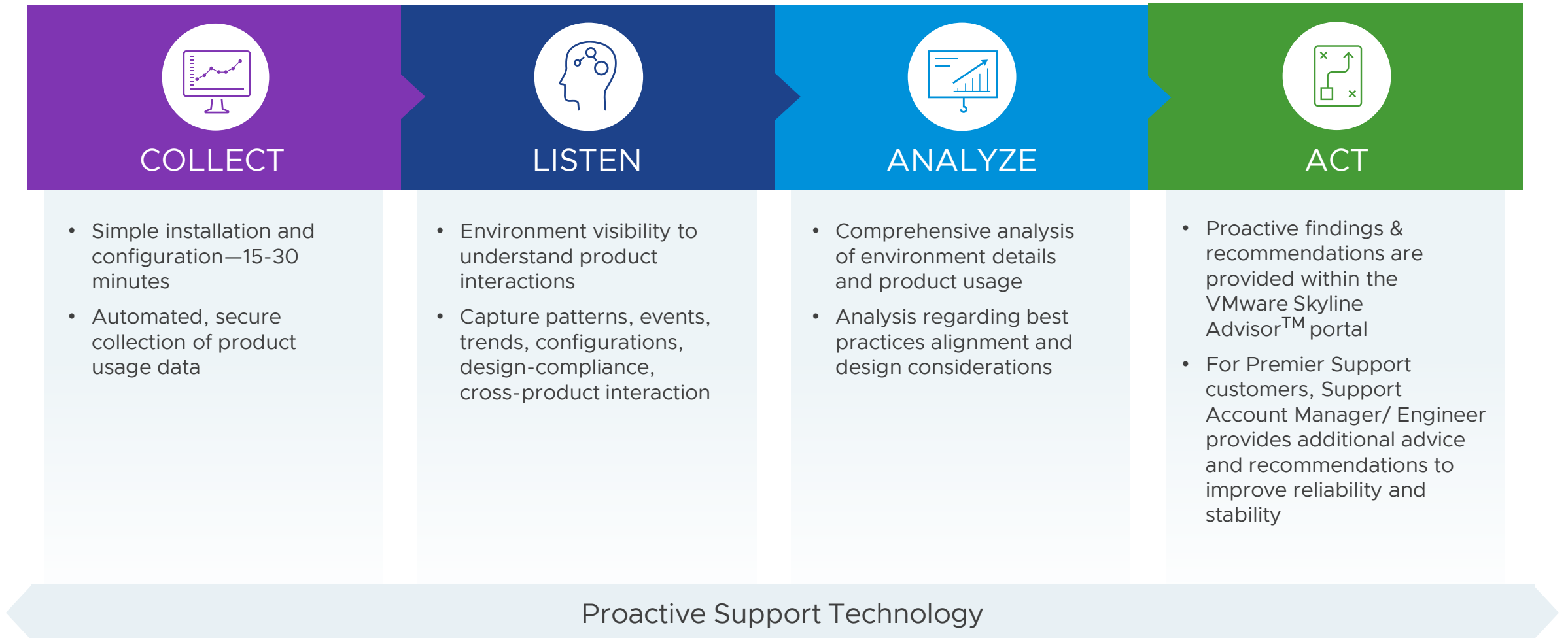
Customer Success Specific Features

Examples of Successful Operationalization

VMware Skyline™ Overview

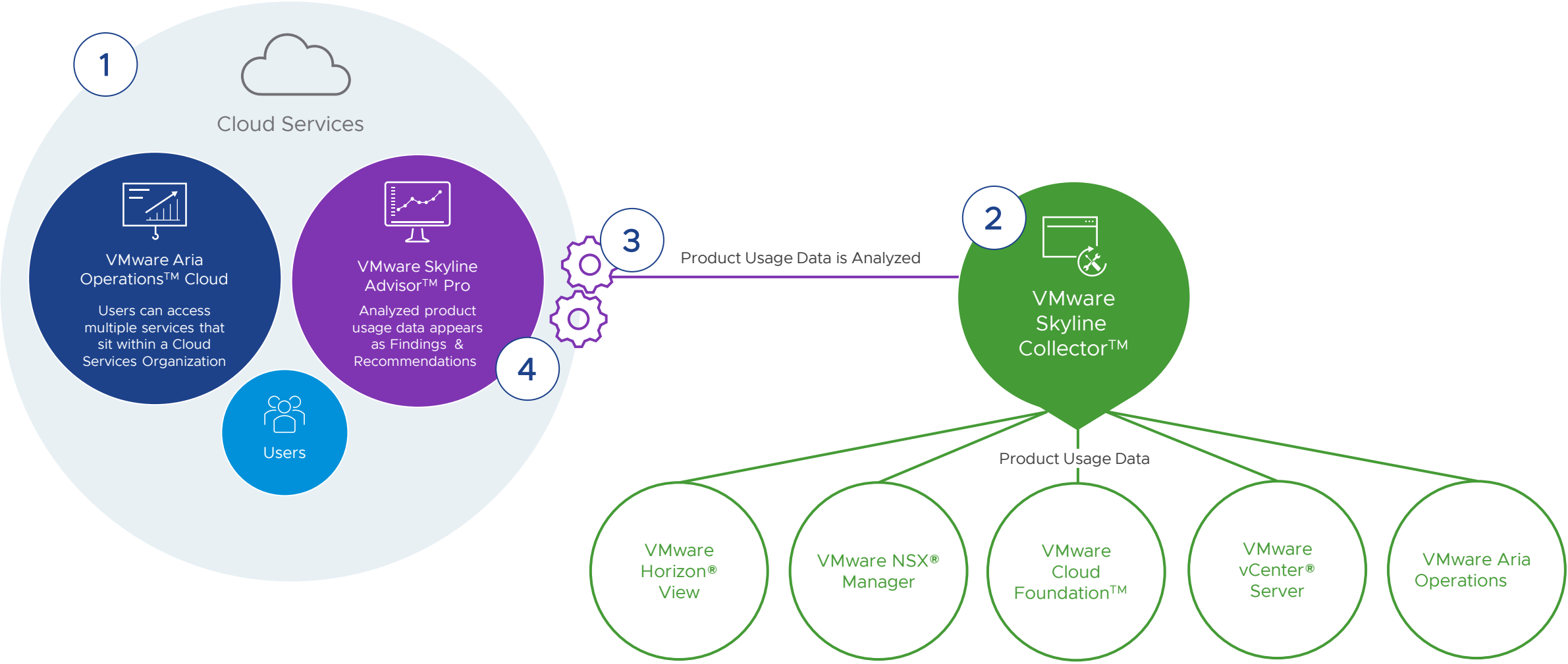
How VMware Skyline Works

Comprehensive analysis aligned with best practices

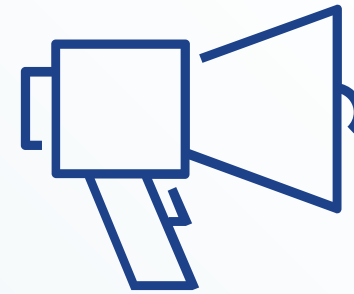


How VMware Skyline Works

VMware Skyline Architecture



Recent VMware Skyline Announcements

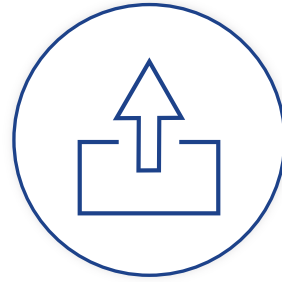


VMware Skyline Announcements

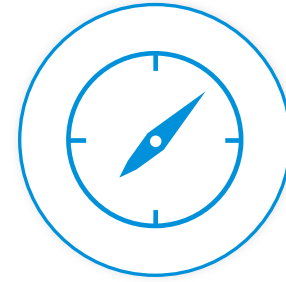
Enhancing customer productivity



Diagnostic
Findings



Inventory
Export






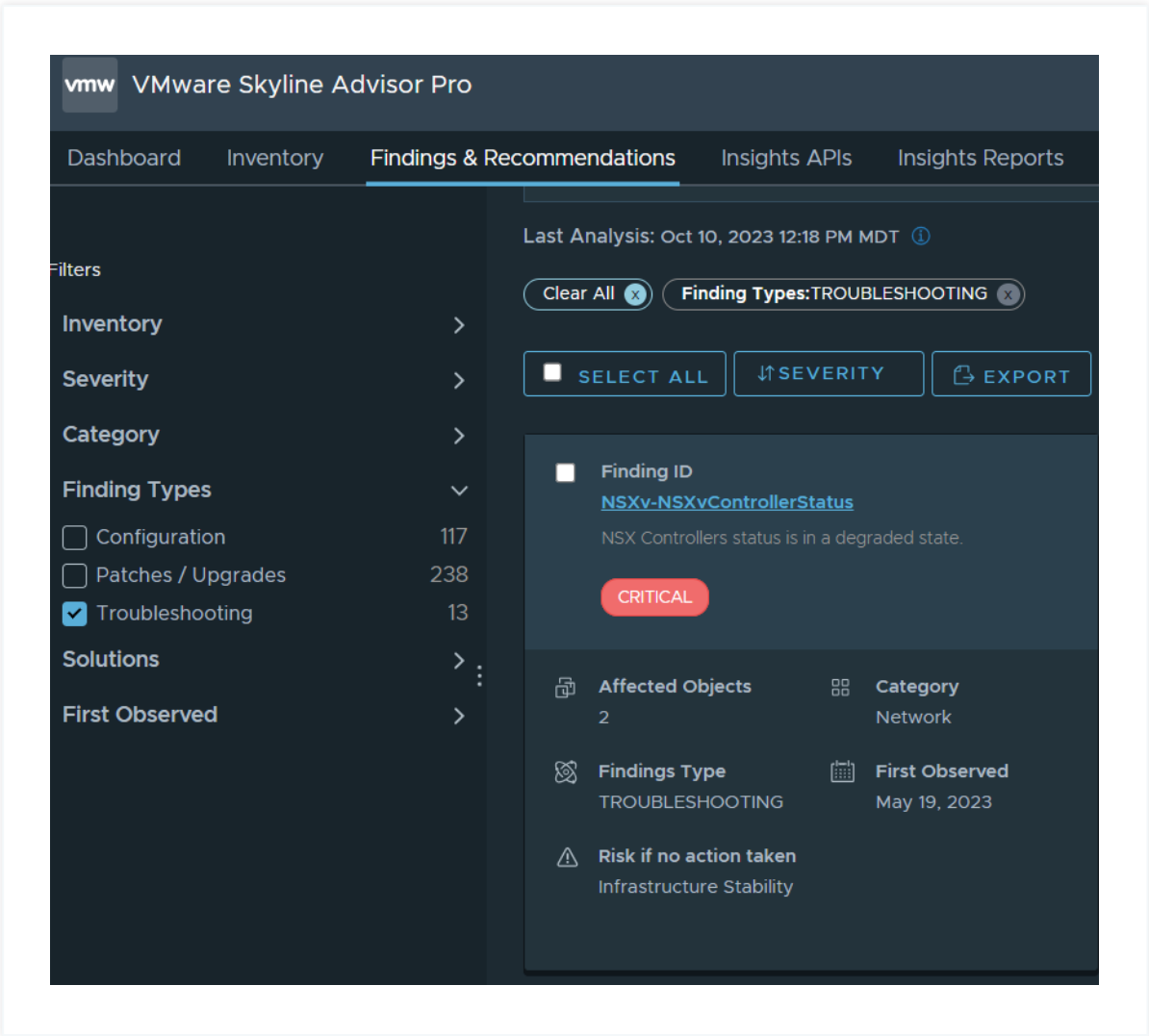
Remediation
Compass

Now Available

Diagnostic Findings

DIAGNOSTIC FINDINGS BENEFITS

-  Alert and pinpoint existing issues based on log data evidence
-  Leverage VMware Aria Operations™ for Logs queries
-  Enable / disable per your preference



Coming Soon: Inventory Export

Inventory Export Benefits



Customers

- Will have self-serve ability to create Inventory Export Reports with license data through VMware Skyline Advisor Pro
- Better management of estate into ITSM workflow
- Easy access to licenses in use
- Easier access to report data



Technical Adoption Managers

- Will have ability to create Inventory Export Reports and make them visible to customers in VMware Skyline Advisor Pro
- Inventory Reporting will contain license data and inventory data to answer deeper questions on deployment and consumption

Coming Soon: Remediation Compass

Remediation Compass Benefits

VMware Skyline's machine learning models will be able to:



Guide users on which critical Findings are being targeted for remediation with highest priority by VMware customers



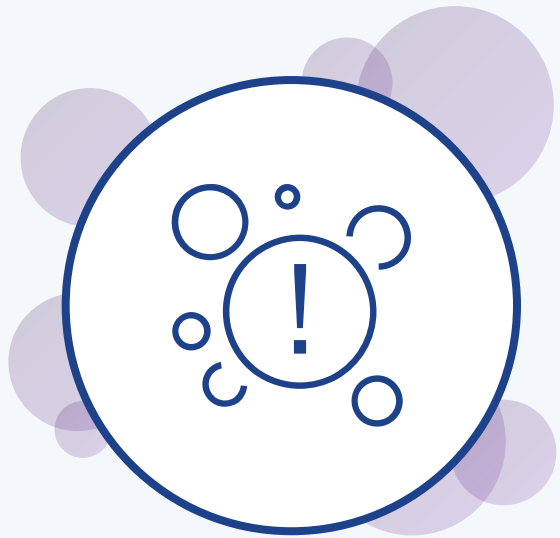
Help users focus on the most important Findings they have yet to proactively address in their environments



Help users prioritize which issues are putting their environments most at risk

Initial Rollout: early access program available to existing VMware Skyline Insights API users

Feature initially available via API

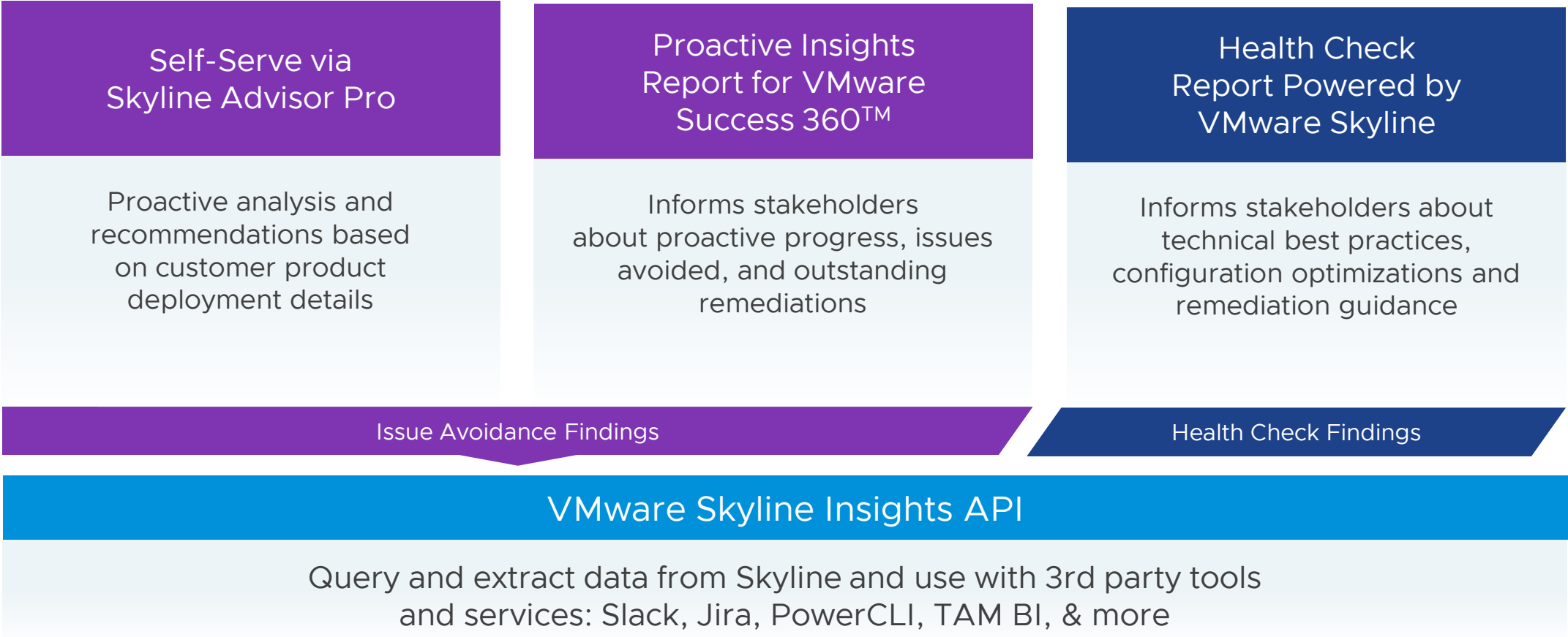


VMware Skyline proactively
surfaces actionable data about
my VMware environments—
now what?

Examples of Successful Operationalization



How to Think About Operationalizing VMware Skyline



Customer Success Specific Capabilities



VMware Skyline Insights Reports

Reporting feature differentiation

Feature	VMware Success 360 Reports	TAM Reports	
	Proactive Insights	Health Check	Data Export
Collector Status	✓		
Issue Avoidance Findings	✓		
Health Check Findings		✓	
Proactive Remediation Trends	✓		
Export Health Check Supporting Data		✓	
Export Product Configuration Details			✓
Export Remediation List	✓	✓	
Report Customization	✓	✓	✓
On Demand / Scheduled Generation	Both	On Demand	Both
Interactive Report	✓	✓	
Summary / Commenting	Both	Summary	
Severity / Grade Findings	Severity	Grade	



VMware Skyline's insights are
useless if you don't review them...
and take action!

Dashboard



Inventory



Findings & Recommendations



Log Assist



Operationalizing VMware Skyline Summary



Use
everything
you are
entitled to!



Filter down
to actionable
insights



Make reviewing
the insights
part of your
organizational
rhythm



Automate and
integrate with
existing IT tools



Measure and
monitor your
progress

Please take
your survey.



Let's Keep Talking

vmware® **EXPLORE**

Attend additional sessions in the CXS
Theater in The Hub

Stop by the Customer Experience and Success
kiosk in the VMware booth in the Expo

Get **Social** with us



Thank You for Attending!

Get free swag* as a token of our appreciation:

1. Snap the QR code
2. Answer one question defining your company's sector
3. Copy the gift site access code
4. Log in and select your Skyline or Aria gift!



*While supplies last



Thank You

