

CXS2402BCN

vmware® **EXPLORE**

Put VMware Skyline To Work

Get Maximum Value from Proactive Support

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#vmwareexplore #MAPB1614BCN



Presenter



Kelcey Lemon

Sr. Technical Marketing Manager



Agenda

Product Overview

Automating Endpoint Detection

Improving Support Resolution Times

Fixing Real Issues

Maintaining Environment Stability

Leveraging Automation

Coming Soon!

Solution Overview

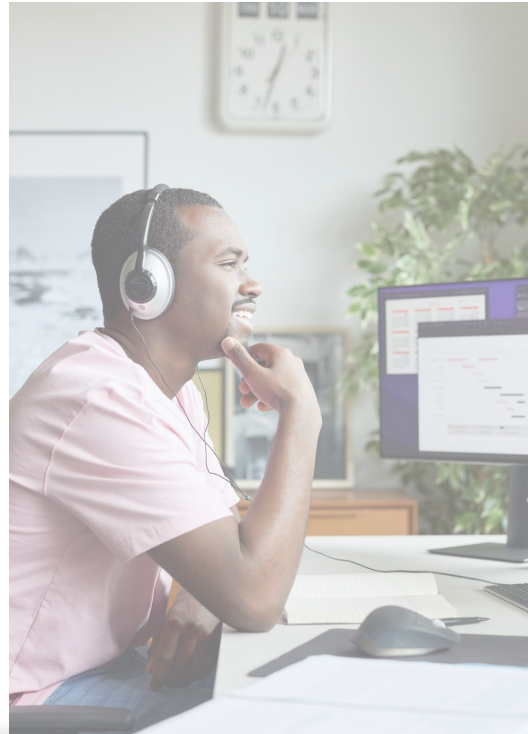
VMware Skyline Proactive Intelligence

Get proactive to stay productive

Proactively avoid issues
before they occur



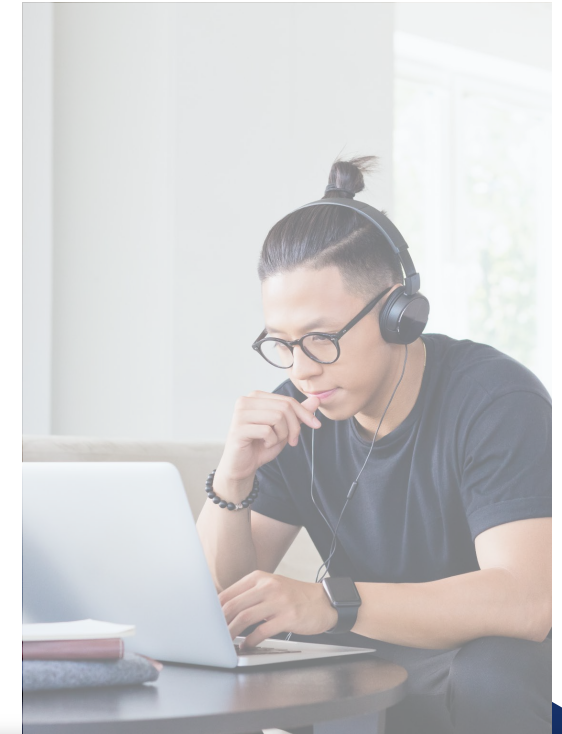
Included with Support, VMware
Success 360™ and VMware
Aria Universal Suite™



Increase security,
reliability and productivity



Speed support
request resolution

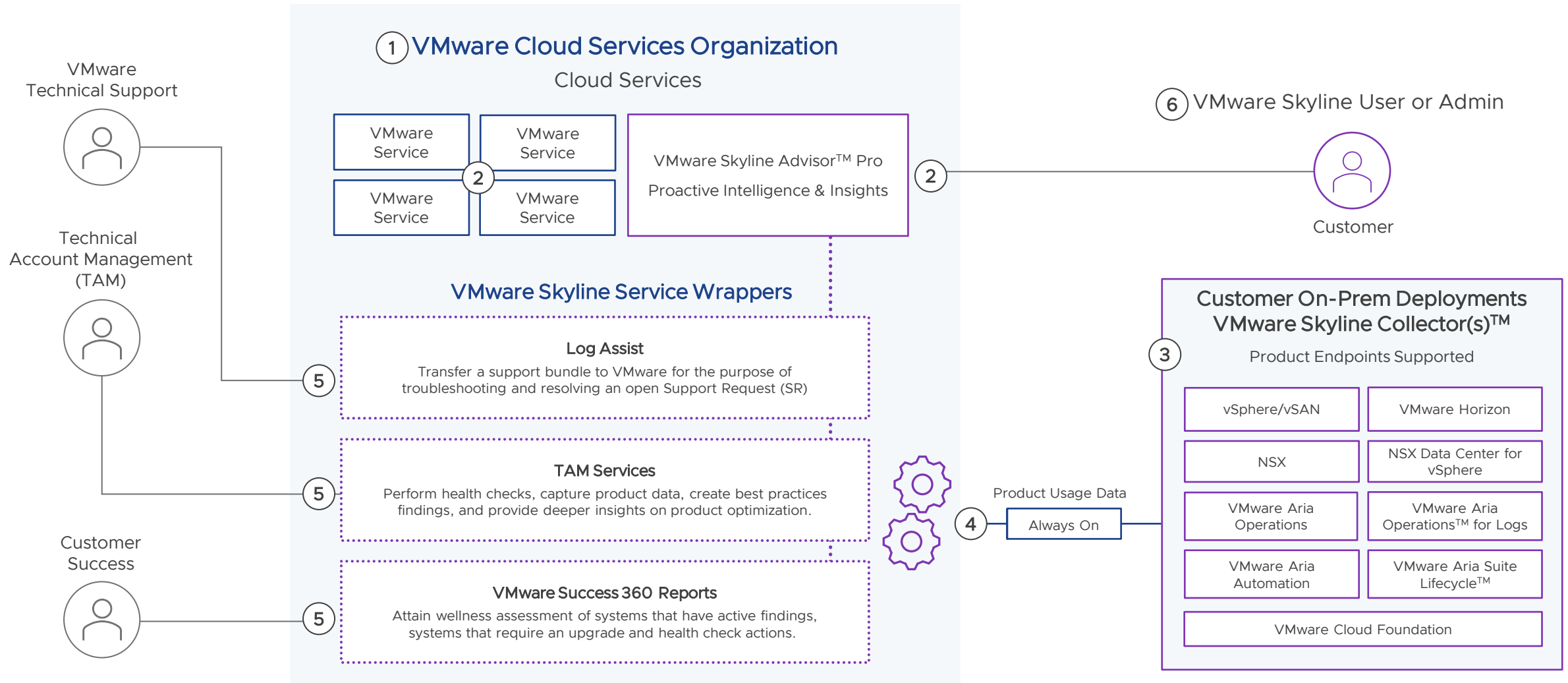


Reduce Risk | Increase Productivity | Accelerate Outcomes



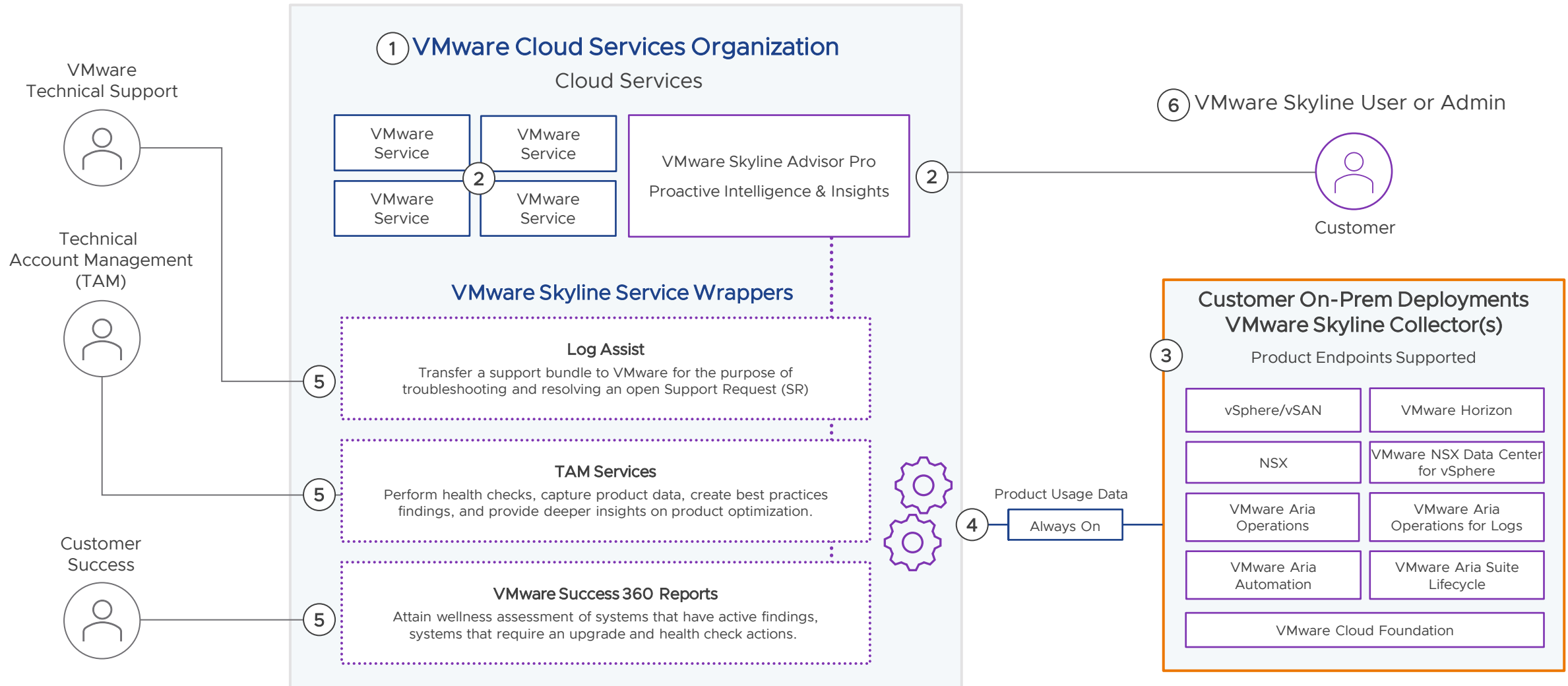
VMware Skyline Cloud Service

VMware Skyline Architecture Deeper Dive



VMware Skyline Cloud Service

VMware Skyline Architecture Deeper Dive



Automating Endpoint Detection

Bulk Operations for Creating Endpoints

- Assesses environment inventory
- Determines unconnected endpoints
- Generates bulk operation template



Automating Endpoint Detection

Bulk Operations for Creating Endpoints:

Why Care?

- Greater visibility into your estate
- Increases protected surface area
- Avoids more issues





Improving Support Resolution Times

Log Assist

- Automates log bundle creation
- Secures and transmits directly
- Tracks requests and delivery



Improving Support Resolution Times

Log Assist: **Why Care?**

- Speeds discovery
- Minimizes steps
- Leverages VMware Global Services Support





Fixing Real Issues

Diagnostic Findings: **Why Care?**

Reasons why upgrades
shouldn't be ignored

- See real issues
- Understand what's at risk
- Speed SLAs





Maintaining Environment Stability & Resiliency

Upgrade Recommendations

- Speeds discovery
- Minimizes steps
- Leverages VMware
Global Services Support



Maintaining Environment Stability & Resiliency

Upgrade Recommendations: **Why Care?**

- Strengthens security
- Improves stability
- Fix multiple issues at once



Leveraging Automation

VMware Skyline Insights API

- Extract Data into Your Preferred Tool
- Automate Common Issues
- Integrates with Scripting





Leveraging Automation

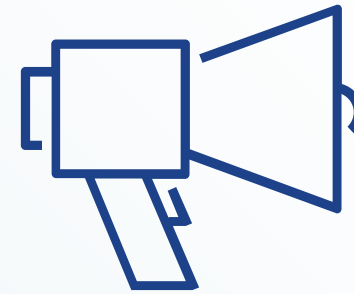
VMware Skyline Insights API: **Why Care?**

- Increases protectivity
- Saves money
- Connects teams





Coming Soon!



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

Additional Resources



Download VMware Skyline

vmware.com/go/skyline/download



FAQs

kb.vmware.com/s/article/55928



Blog

blogs.vmware.com/kb/cloud/skyline



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VMware Skyline Community

vmware.com/go/SkylineCommunity

**FREE ARIA OPERATIONS CLOUD TRIAL
FOR ALL SKYLINE CUSTOMERS**



Next Steps

VMware Skyline Task Force

Skyline Task Force

🕒 30 min

📍 *Placeholder, a new invite will be sent directly from the Skyline SME once assigned.

Free Skyline workshop with our vExperts, VMUG leaders, and Skyline support engineers to help reduce down-time and security vulnerabilities in your VMware data centers during the global COVID-19 crisis.

Connect with the Skyline Task Force

<https://calendly.com/skylinetaskforce/skyline-workshop>

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Skyline Automation Toolkit
version 1.0.2 — March 08, 2022

SKYLINE

SKYLINE AUTOMATION

SKYLINE AUTOMATION TOOLKIT

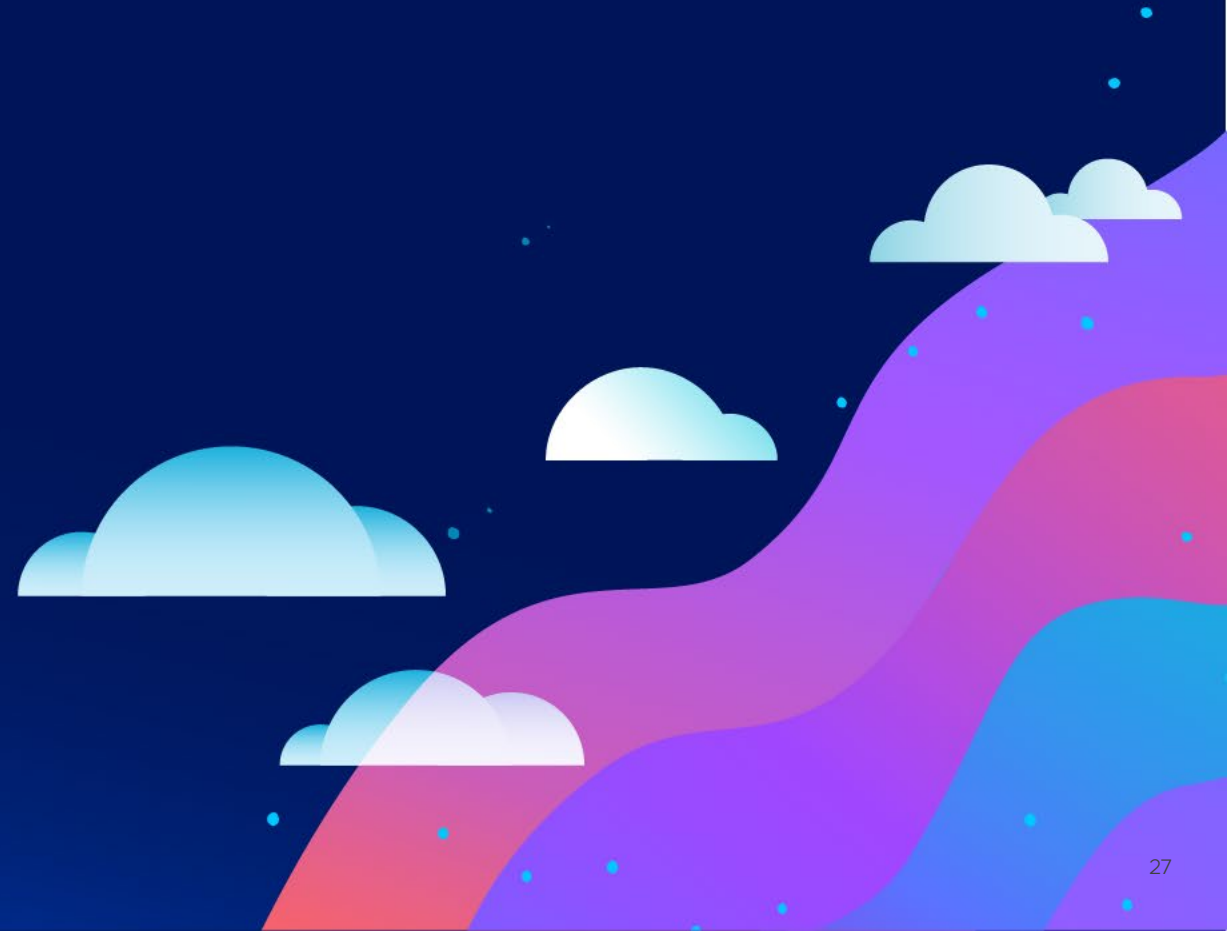
☐ I have read and agree to the [VMware Flings License Agreement](#) I also understand that Flings are experimental and should not be run on production systems.

DOWNLOAD

Download and test the Toolkit

<http://www.vmware.com/go/SkylineAutoToolkit>

Please take
your survey.



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 VMware Skyline or VMware Aria gift!



*While supplies last



Thank You

