



VMware Skyline at VMworld 2019: Expanding Proactive Support Capabilities and Growing Customer Adoption

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IDC's Quick Take

At VMware's annual VMworld conference, the VMware Global Support Services team invested significant resources in customer outreach and engagement. The team highlighted the latest expanded capabilities of Skyline, VMware's proactive support technology, and devoted a gaming space on the show floor to help expand Skyline adoption. IDC believes Skyline is a critical support tool for VMware customers and that delivery capabilities will continue to grow as more customers adopt the tool.

Event Highlights

VMware held its annual user conference, VMworld, August 25–29, 2019, at the Moscone Center in San Francisco. While most of the mainstage events focused on product and partnership announcements, the VMware Global Support Services team devoted significant resources to promoting new capabilities and deliverables on the show floor and in a number of sessions at the conference. The primary announcements were for VMware Skyline, a proactive support technology for data collection, analysis, and customer recommendations for VMware technologies.

Key new VMware Skyline proactive [support capabilities](#) include the following:

- Automated software compatibility checks across vSphere, vSAN, NSX-v, vROPs, and Horizon
- Expanded automated log bundle uploads for Horizon 7.10 and above via Log Assist
- Integration with Dell EMC SupportAssist to provide a more unified proactive support experience for Dell/EMC/VMware customers

VMware Skyline now provides proactive support across vSphere, vSAN, NSX, vRealize Operations, and Horizon. VMware Skyline is available to all VMware customers with a Production Support or Premier Services contract.

IDC spoke with Scott Bajtos, VMware's chief customer officer, and asked about these announcements. "We are committed to delivering the best proactive end-to-end support experience to our customers, helping them focus on digital transformation and innovation," Bajtos said. "We are thrilled to see VMware Skyline's exponential growth continue, with more than 4,000 customers onboard including brands like Accenture, Freddie Mac, Cox Communications, and Sky joining us on stage at VMworld 2019."

IDC's Point of View

As support requirements continue to change for IT organizations, deploying technology like VMware Skyline will become increasingly mission critical for CIOs and IT managers. This is doubly true for organizations embracing automation as a key strategy in IT operations. Most IT organizations already struggle to keep up with support recommendations, alerts, and notifications — for most IT shops, the

list of IT service management software is long and complex. IDC believes adopting preventive and predictive support technologies when available in enterprise software can help make a difference for resource-strapped IT organizations. These technologies can help improve preventive problem detection, help speed problem resolution, and can potentially discover issues before they affect critical IT systems.

Given the requirements in the market, IDC expects that VMware will continue its ongoing investment in Skyline's capabilities across its customer base. Many IT organizations still face challenges with ongoing management and optimization of virtualized environments, and technologies like VMware Skyline can help streamline those IT operations. In addition, with hybrid IT and multicloud environments very much the norm in 2019 and beyond, expanding Skyline's capabilities across VMware technologies — and with partners like Dell EMC — will be a key next step to creating an ecosystem that can address customer pain points in support.

Finally, IDC believes that the VMware Global Support Services team must continue to prepare for a variety of challenges when promoting new support technologies like Skyline. As with any technology driven by machine learning, large-scale adoption will be critical to demonstrating the benefits of significant data driving the analysis of trends and potential issues. Expanding the active Skyline users among new and existing support customers remains a top priority going forward. In addition, IDC anticipates that VMware will have to maintain and improve the quality of reactive support interactions to continue providing a high-quality support experience for VMware customers. With more and more proactive and predictive technologies, high-quality support interactions when problems occur will require advanced delivery methods — since users are well down the path to resolution by the time they reach out directly for help. IDC believes support providers must dedicate resources to maintaining a support staff that can answer tough questions on the first try — an increasingly difficult task when supporting complex IT infrastructures that include software-defined datacenters, hybrid cloud deployments, and multicloud environments.

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