

VMware Listens Differently. We Take Action.

Please continue to share your voice. Your valuable feedback from recent product surveys and follow up conversations is essential for us to continue innovating and improving our products.

vSphere

We listened to your requests for a modern UI and have updated the vCenter User Interface to a full featured HTML5-based vSphere Client in the October 2018 release of [vSphere 6.7 Update1](#). We also built in a direct customer [feedback tool](#) so you can provide us your ideas/enhancements from within vCenter. vSphere 6.7 reduces maintenance time when updating ESXi hosts by eliminating one of two reboots previously required for major version upgrades (**Single Reboot**). In addition, **vSphere Quick Boot** restarts the ESXi hypervisor without rebooting the physical host to speed hardware initialization.

Next, we introduced a vCenter Server Converge tool to help you migrate away from the external PSCs with an embedded Platform Services Controller (PSC) and the vCenter Server Appliance (which includes an embedded database). This simplifies operations by reducing the number of items to manage.

Lastly, we extended vCenter Health to automatically analyze your system for common issues based on detected signatures and generates automatic alerts.

NSX Data Center for vSphere

With NSX Data Center for vSphere, you recognized the quality and security improvements we've made but expressed a desire for continued Day 2 Operations and Ease of Use improvements. We addressed many of your concerns in the [6.4.1](#) and [6.4.2](#) releases with UI enhancements and functionality updates for vSphere HTML5 Client and security/Firewall services. We will continue to focus on troubleshooting and API enhancements, Firewall rule monitoring, and capacity dashboard usage.

vSAN

In our last vSAN satisfaction survey, your top requests centered on a better experience with enhanced lifecycle management, reduced troubleshooting and accelerated support resolution times. We took these concerns seriously and prioritized our engineering efforts to deliver a simpler HCI experience. The hotly anticipated vSAN 6.7 Update 1 release extends vSphere Update Manager (VUM) lifecycle management functionality to I/O controllers, provides proactive alerts when patches or updates are available, and performs health checks before remediating a cluster. ReadyCare™ support, a concept we introduced in vSAN 6.7, allows you to expedite self-help with centralized health monitoring and speed resolution time by more accurately diagnosing HCI environments. We continue to focus on the areas that you tell us are important to you – HCI management, serviceability, and upgrade improvements – making it easier for you to adopt vSAN-powered hyper-converged infrastructure.

SRM

In our last product satisfaction survey, you emphasized the criticality of SRM to your business and recognized recent [SRM 8.1](#) product improvements in vCenter version interop, simplified upgrade paths, and HTML5 UI. You've asked us to make SRM even easier to set up and install and we are prioritizing this work in our roadmap. Additionally, we are emphasizing simplifying DR operations, based on your feedback.

vRealize

vRealize Automation: Simplification, ease of use, and better integration with vRealize Operations were your top areas of focus for us. In [vRealize Automation 7.5](#), you'll find the product has a new look and feel with streamlined workflows for common self-service tasks. We introduced a friendly deployment view where you can see deployment history and vROps analytics from within vRA. There are also enhanced search capabilities which are especially useful for large cloud footprints. Other enhancements include: Enterprise Ready ServiceNow Plugin, NSX-T On-premises support, Event Broker Services (EBS) Improvements and Configuration Management integration with Ansible Tower and Kubernetes Cluster Management with Pivotal Container Services (PKS).

This latest release builds out our multi-cloud vision with enhancements for Microsoft Azure. We have improved integration with vROps for continuous optimization of workloads and delivered troubleshooting improvements that improve Day 2 Operations, making the product more intuitive and easier to use, as well as more stable and reliable.

vRealize Operations: To address your business needs, [vRealize Operations 7.0](#), includes performance optimization, capacity management, updates to the UI, along with simplified customer dashboard creation and sharing. Through better integration with vRealize Automation 7.5, this new release better controls workload placement within and across clusters. There is more to be done as we work tirelessly to improve Day 2 Operations, ease of use, and product troubleshooting.

To simplify Day 0 through Day 2 cloud management operations, [Lifecycle Manager 2.0](#) improves certificate management, provides support for patching, and delivers content management enhancements.

Horizon

You told us you noticed improvements in product quality and 'ease of use', yet we received additional requests to improve system stability. We've focused on improving the quality of RDSH Apps, particularly for RDSH servers under heavy load, and on expanding our interoperability testing with VMware and third-party products. In [Horizon 7.5](#), we introduced [Extended Service Branch](#) (ESB). This feature targets customers who prefer to remain on a particular version to minimize production churn. ESB is available for 2 years of product support + 18 months of extended support. We are working on the areas most important to you: automating installation of Horizon management components, enhancing supportability for end users and administrators, quality improvements for RDSH apps, interoperability with Workspace ONE, and improving documentation.

Workspace ONE, powered by AirWatch

We are committed to improve the overall Workspace ONE user experience. In [Workspace ONE UEM 9.7](#), we added new profiles and commands across platforms including remote view for iOS and now display OEM updates for Windows devices and Work Managed Profile features for Samsung KNOX devices. Based on your feedback in our latest product satisfaction survey, we are focusing on client and application experience, console performance, ease of upgrade including continued work to eliminate regressions, and streamlining the admin experience for both console and applications.

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