

Take the Pressure Off IT

Expecting the unexpected in your IT environment will help turn potentially stomach-churning moments into opportunities to shine.

SIMPLIFY AND AUTOMATE



Proactively identify and prevent problems



Solve problems, not just symptoms



Increase security, reliability and productivity

PREVENT:

201

Downtime hours per year saved by IT professionals by using proactive, preventive and/or predictive support technologies.¹ (IDC)

50%

Of survey respondents reported a decrease in unplanned downtime in the 2 years after implementing proactive support technologies.¹ (IDC)

\$540K

Average cost of one hour of IT downtime for enterprises.² (Ponemon Institute)

VMWARE SKYLINE

Avoid problems before they occur. With just a few clicks, you can increase team productivity and the overall reliability of your VMware environments.

VMware Skyline Collector™

Automatically and securely collects product usage data and support log bundles.



67M

Identified objects with potential issues (70% remediated by 10K+ customers)

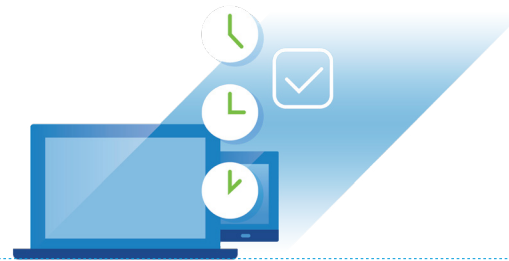
VMware Skyline™ Log Assist

Automatically (with your permission) uploads support log bundles to VMware Technical Support.



90K

Customer hours saved uploading logs in 2020



PRIVACY AND SECURITY



Skyline is SOC 2 certified. Telemetry data is transferred to VMware over an encrypted channel and stored in a secure VMware repository in the U.S. operated by VMware.



Products Supported by Skyline:

- VMware vSphere®
- VMware NSX®
- VMware vSAN™
- VMware vRealize® Operations™
- VMware Horizon®
- VMware Cloud Foundation™

Additionally, Skyline identifies VxRail and VMware Validated Design™ solution deployments.

BENEFITS



Operational
Reliability, security, productivity



Risk Mitigation
Proactive identifications, enhanced visibility



Time to Resolve
Streamlined service request resolutions, reduced log upload time

Get started today
skyline.vmware.com/get-started

"VMware Skyline is like having a second set of professional eyes looking over your estate and letting you know that all is good."

Richard Harris
Virtualization Engineer IV
Rackspace

rackspace

"Since deploying Skyline, we have not had any major VMware outages."

Jeff Obranovich
Virtualization Systems Engineer
Covenant Logistics

Covenant

