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.

87M
Identified objects with potential issues (68% remediated by 11K+ 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 and supports LDAPs for Active Directory authentication. Telemetry data is transferred to VMware over an encrypted channel and stored in a secure VMware repository in the U.S. operated by VMware.

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

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

Richard Harris, Virtualization Engineer IV
Rackspace

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

Jeff Obranovich, Virtualization Systems Engineer
Covenant Logistics

1. IDC Technology Spotlight, sponsored by VMware, The Evolution and Integration of Cloud System Management Software with Support, doc #US47484721, March 2021