



# VMware Success 360 Standard for U.S. Federal Agencies

End of Sale as of May 5, 2023

## At a glance

VMware Success 360 Standard for U.S. Federal Agencies is a success offering that continually guides you through all the stages of your journey with VMware solutions. Delivered by U.S. citizens located on U.S. soil, it provides a consistent way of working with VMware that will help you continually realize value and achieve outcomes faster from your investments.

## Key benefits

- Access to Success Planning materials to help you track, measure, and achieve outcomes faster from your VMware technology investments
- Accelerators to assist you with the onboarding of VMware technology
- Digital Learning helps your team gain new skills to accelerate VMware technology value realization
- Prioritized and Proactive Support gives you peace of mind with predictive issue prevention and fast, prescriptive problem resolution to maximize productivity and uptime

## Business challenge

Technology adoption is not a single event. It is a continuous journey of innovation with new business opportunities to investigate, new discoveries to be made, and new routes to uncover. Achieving the expected outcomes from technology investments requires identifying the best routes, avoiding roadblocks, constantly monitoring, and measuring progress, and adjusting based on those metrics.

Success requires that both you and VMware have a laser focus on your desired goals and knowledge of what the best steps are to attain them. To do that we must work together.

## Service overview

VMware Success 360™ Standard for U.S. Federal Agencies is a comprehensive success offering that guides you through all the stages of your journey with VMware solutions. Delivered by U.S. citizens located on U.S. soil, it provides a consistent way of working with VMware that will help you continually realize value and achieve outcomes faster from your investments. There are several components – Success Planning, Accelerators, Digital Learning and Prioritized and Proactive Support.

## Success Planning

Access self-service resources to create a personalized Success Plan based on your current state and desired goals and provide guidance across all VMware Success 360 features to maximize the value you receive from our services. You will have access to our Success Desk team, who will work with you to:

- Provide guidance on how to utilize our self-service Success Planning tools
- Assist with any inquiries related to additional VMware Success 360 services
- Recommend relevant Accelerators, Digital Learning, or optional fee-based services, such as Professional Services or Technical Account Management, that may be needed to accomplish your goals

## Accelerators

We identified common customer challenges around key areas such as getting started, onboarding, or adoption and organized our assistance into an Accelerator Catalog of self-service resources and workshops based on the

## Eligibility and restrictions

VMware Success 360 Standard for U.S. Federal Agencies is available only for VMware product licenses purchased from the U.S. Federal Price List / GSA Schedule through VMware's authorized Government Dealer.

Active VMware Federal Production Support services are a prerequisite for VMware Success 360 Standard for U.S. Federal Agencies.

Services are limited to one Entitlement Account per customer.

For a list of supported products [click here](#).

Unused Accelerator hours expire on an annual basis.

Offer is not available for purchase by Support Partners.

VMware Success 360 engagements are governed by the [VMware General Terms](#), [VMware Support Services Guide](#), and the [VMware Technical Support Guide](#).

SDK/API Guidance is a commercially available service only and U.S. resources do not apply.

## Incremental product spend

Any incremental product spend is subject to additional VMware Success 360 Advanced fees for the duration of the VMware Success 360 contract. Please contact your account representative for more information.

outcomes you are pursuing. You will receive:

- Unlimited access to our on-demand resources that helps you adopt a feature or build a basic capability. This includes on-demand “how-to” or “use case” videos and webinars to help you implement new features.
- Up to 100 hours per year of personalized workshops from our Accelerator Catalog with our technical subject matter experts who will guide you through or build for you a new feature, capability, or configuration in your system.

## Digital Learning

We believe that access to world class knowledge, when and where you want it, is critical to your long-term success. We help your team gain new skills to accelerate VMware technology value realization with the VMware Success 360 Digital Learning Subscription. It provides you with 24x7 access to intermediate-level courses, lab demos, 'how-to' content, and exam preparation videos for up to 10 users.

## Prioritized and Proactive Support

VMware Success 360 Standard for U.S. Federal Agencies Prioritized, and Proactive Support helps you speed issue resolution, minimize downtime, and prevent recurring incidents. It provides up to 10 individual users with:

- Direct routing to senior-level Technical Support Engineers
- Comprehensive cross-product, 24x7 global access with unlimited requests
- Root cause analysis for Severity 1 Support Requests
- [Expedited response times](#) and access to our premium level of [SDK/API Guidance](#)
- Access to our Support Desk team who will assist you with your support contract, support-related inquiries, and critical situation management
- AI/ML enabled capabilities via VMware Skyline Advisor<sup>®</sup> Pro (commercially available service) to assist with proactive, predictive issue identification for problem prevention with enhanced self-service VMware Success 360 Proactive Insights reporting

## Benefits

VMware Success 360 Standard for U.S. Federal Agencies provides you with continuous guidance to achieve your goals and objectives, based on the technology you are adopting and the speed and routes you want to take in your journey. Our goal is to provide you with a unified, simplified experience with VMware that helps you:

- Achieve outcomes, faster, from your technology investments
- Take the best next steps toward achieving your goals
- Continually get value out of the investments you have made