



GET STARTED

VMware Success 360™

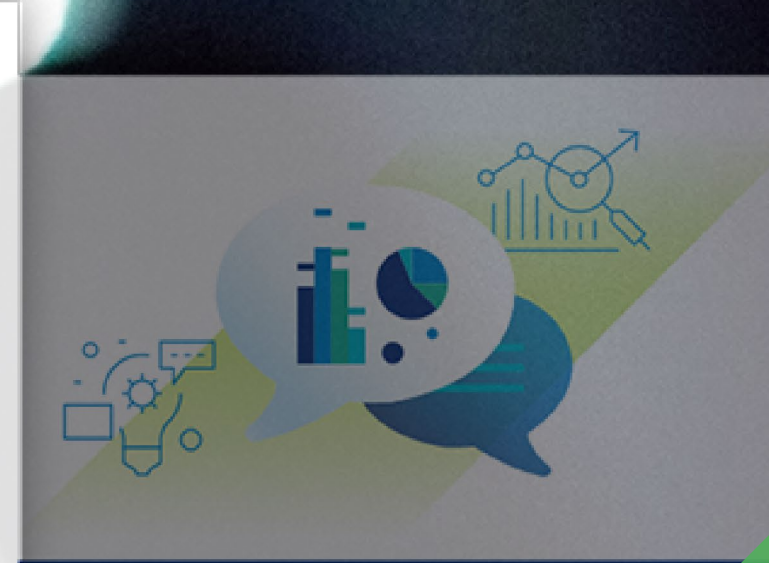
Continuously realize
value from your
VMware investments



Adoption Guidance and Workshops



Success Planning



Dedicated and Proactive Support





VMware Success 360

Technology adoption is a continuous journey of innovation. Realizing the full benefits of your investments means identifying the best routes, avoiding roadblocks, and constantly monitoring and measuring your progress.

So how do you do that?

Partner with VMware for a personalized experience that is laser-focused on your desired goals. Our knowledge of the best steps to attain them will help you continuously realize the most value from your VMware investments.

VMware Success 360 is a comprehensive success offering that guides you through all the stages of your journey with VMware solutions. It provides a consistent way of working with VMware that will help you achieve outcomes faster from your investments. There are four components: Success Planning, Adoption Guidance and Workshops, Digital Learning, and Dedicated and Proactive Support.



Continuously guiding and driving success



Success Planning



VMware Success 360



Adoption Guidance
and Workshops



Dedicated and
Proactive Support



Digital Learning



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Stay on track to achieve your desired outcomes with Success Planning

Customized based on where you are and where you want your journey to take you

We will work with you to create your personal Success Plan based on your current state and your desired goals. The plan will:

- Document your desired business and IT outcomes with mutually agreed-upon metrics for success
- Show technical capabilities and activities needed to achieve these outcomes
- Contain milestones and identify responsible stakeholders to help monitor and measure progress
- Be continuously updated as new business opportunities arise or new solutions are adopted
- Contain recommended Adoption Guidance and Workshops, Digital Learning or optional fee-based services such as Consulting, Learning, or Technical Account Management that may be needed to accomplish your goals, and that are incorporated into your plan



Success Planning
Outcomes
Milestones
Responsible Owners
Metrics
Status



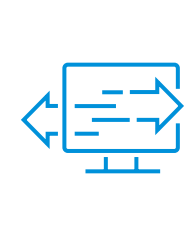
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Health Scorecard

Track health metrics and outcome achievements all in one place

A Health Scorecard will provide you with a dynamic view of your overall health using critical metrics. We will track business value, performance value, and experience value to help us ensure you are realizing value, and that our products are performing as you expect.

 **Business value metrics** track the economic value you are receiving from your VMware solutions, including outcomes, cost savings, and adoption status.

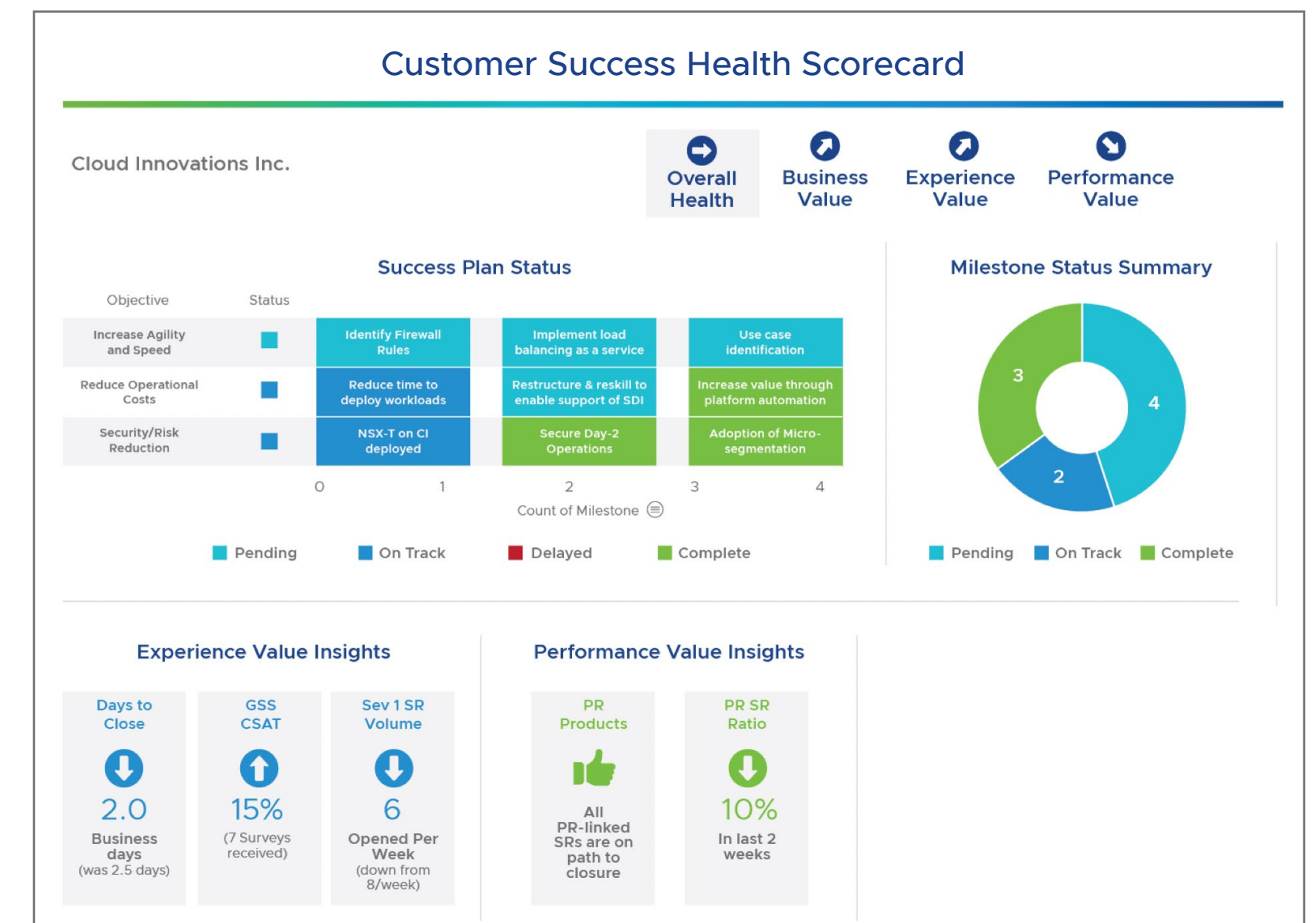
 **Experience value metrics** help us determine if your experience with VMware is positive and relevant, measuring KPIs such as NPS, CSAT, number of support requests received/escalated, and time to close them.

 **Performance value** measures how well our solutions are forming and tracks data such as product problem reports, feature requests, and periods of uninterrupted usage.

Overall Health

Business Value

Experience Value +
Performance Value





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Adoption Guidance and Workshops surround you with expertise

We identified common customer challenges around key areas such as getting started, onboarding, or adoption and organized our assistance into Adoption Guidance and Workshops based on the outcomes you are pursuing. Adoption Guidance is provided through self-service assistance that helps you adopt a feature or build a basic capability. This includes on-demand “how-to” or “use case” webinars to help you implement new features. Workshops offer personalized assistance with our expert engineers who will guide you through a new feature, capability, or configuration in your system.



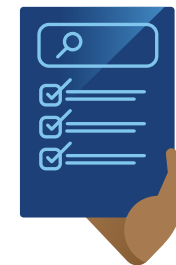
Adoption Guidance and Workshops

ADOPTION GUIDANCE



INFORM
Self-service resources

Leverage videos, product documentation, knowledge articles and community forums.



ENABLE
On-demand enablement sessions

Access on-demand “how-to” or “use case” enablement webinars to help build your expertise.

WORKSHOPS



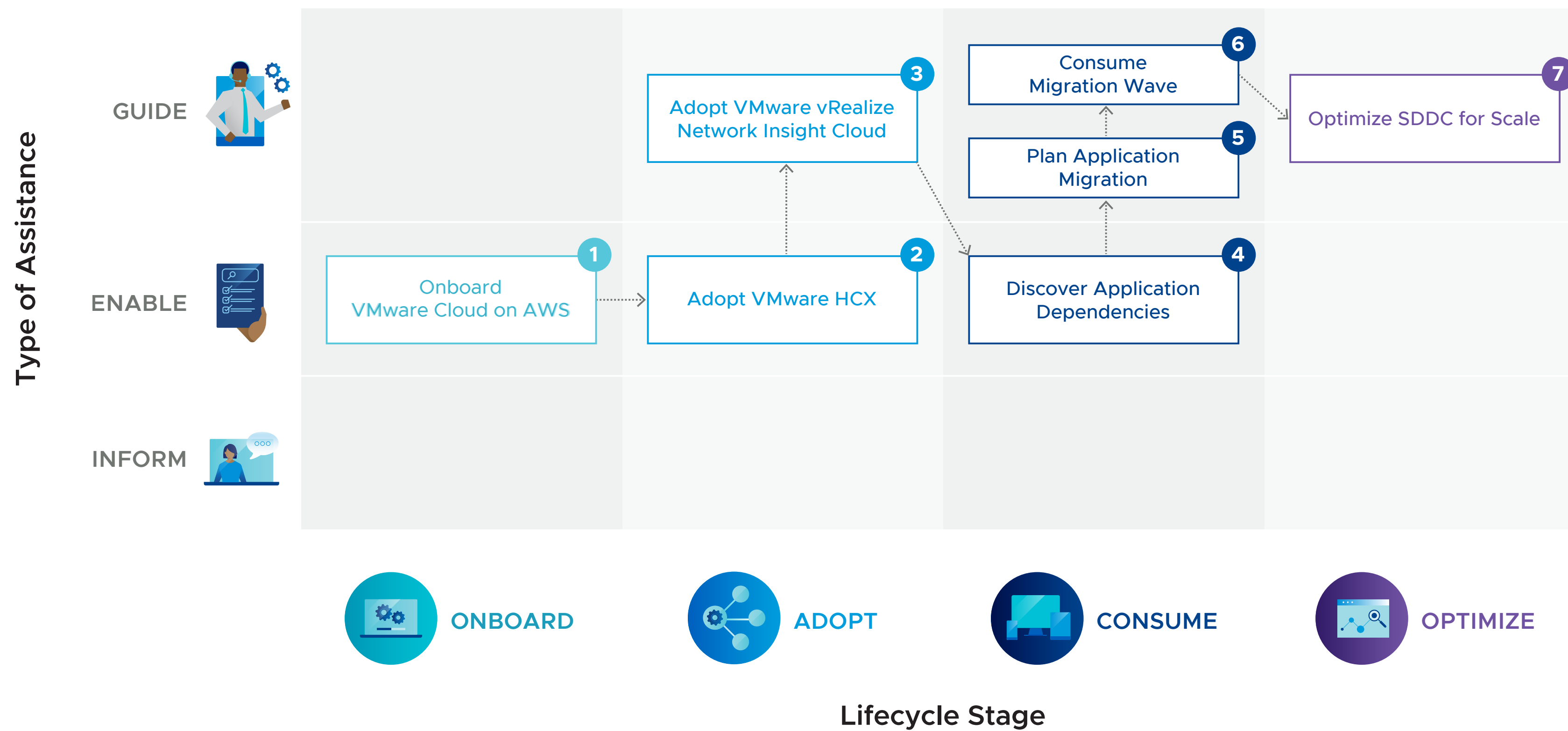
GUIDE
Guidance in your environment

Live online workshops to lead you through deployment, integration, or configuration of your VMware product.



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Success Pathways guide you toward your desired outcomes



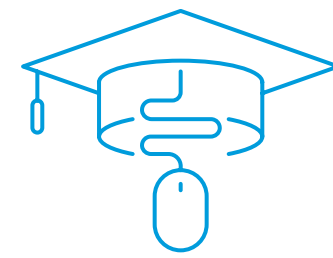


Digital Learning empowers your team to gain new skills

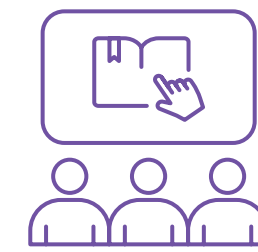
We believe that access to world class knowledge, when and where you want it, is critical to your long-term success. We help your team gain new skills to accelerate VMware technology value realization with VMware's Learning Premium Subscription.



24x7 access to courses, demos, labs, and exam prep videos



Customized learning paths based on use cases



Learning for an unlimited number of users



Digital Learning



Benefit from Dedicated and Proactive Support

VMware Success 360's Dedicated and Proactive Support will help you speed issue resolution, minimize downtime, coordinate root cause analysis, and prevent recurring incidents. It provides:

- AI/ML enabled capabilities via VMware Skyline Advisor with real-time monitoring to assist with proactive, predictive issue identification for problem prevention
- Direct routing to senior-level Technical Support Engineers
- Comprehensive cross-product, 24x7 global access with unlimited requests
- Support activity reporting and critical situation management
- A personalized, tailored digital experience that includes executive dashboards
- Expedited response times and SDK/API guidance
- 6 months of Extended Support for 1 product per year*



Dedicated and Proactive Support



Take the Next Step

Contact [VMware](#) today to start extracting continuous value from your investments and achieve outcomes faster by surrounding yourself with VMware Success 360. Learn more at

[VMware.com/Success360](https://www.vmware.com/Success360)



Join us online:



vmware®

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