



VMware SASE Customer Success Management Services

Driving WAN transformation

Key benefits

Take full advantage of your VMware SASE investment by successfully leveraging its transformative power across your environment.

- Get a knowledgeable, experienced resource who works alongside your team to ensure efficient and effective SASE deployment, Day 2 operations and support success
- Gain deeper understanding of the SASE roadmap, connect with VMware resources and thought leaders

Pricing and scoping

VMware SASE Customer Success Management Services are available as an annual subscription. For pricing, please contact your local VMware sales representative.

For more information

For more information about VMware SASE Customer Success Management Services, please reach out to your local VMware representative.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive tangible, and material to IT and your business. www.vmware.com/services

Overview

VMware SASE Customer Success Management Services ensure efficient and effective end-to-end roll out of VMware SASE services, Day 2 operations, and support. These services are available as an annual subscription and provide access to a named Customer Engagement Manager as your single point of contact along with limited access to a Consultant from our SASE Center of Excellence.

VMware SASE customer success management services

VMware will provide the customer with the following services:

- Escalation point of contact
- Review of open cases and prioritization every two weeks
- Review of Proactive Issue Notifications (PIN) and corresponding auto-created cases every two weeks
- Critical situation management oversight, including directing support requests to the appropriate VMware functional teams
- Periodic review of release notes (minor/major)
- Periodic review of new capabilities
- Championing feature and enhancement requests within VMware Product Management

Customer profile

You should consider the VMware Customer Success Management Services if:

- You have recently made a substantial commitment to the SASE platform, or plan to do so, and are eager to quickly get the maximum possible return
- You operate a network environment where applications and uptime are critical
- You want in-house expertise to educate and support your networking team, and to help identify opportunities to optimize your SASE investment

Terms and conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions.