Rimini Support™

Rimini Support™ for VMware

Operate smoothly with the most secure third-party VMware support solution

KEY BENEFITS

- Receive ultra-responsive engineer support from the global leader in third-party software support
- Extend the life of your existing VMware perpetual licenses for years to come at a significant savings, even for Horizon and Workspace One
- Protect your organization from threats and vulnerabilities with no modifications required to the VMware operating system
- Gain the time and flexibility to evaluate virtualization solutions knowing that your VMware products can operate smoothly and securely for years to come



Easily Transition to Exceptional VMware Support!

Rimini Support for VMware provides you the ability to easily transition your support and continue confidently running your perpetually-licensed VMware products smoothly and securely for years to come at a significant savings – even in operating landscapes with continuous, dynamic changes and expanding deployments.

We will provide you with a team of VMware Onboarding Project Managers, Enterprise Architects, Security Specialists, Solution Engineers and Engagement Managers - all working together to ensure you have a smooth transition to Rimini Support, enjoy an excellent support experience and have a virtualization infrastrucure roadmap to the future.

Rimini Street will also provide you unmatched technical talent with more than 1,000 full-time engineers in 23 countries supporting thousands of contracts. Support for VMware includes ultra-responsive, expert-level deployment, diagnostic, configuration, performance and security support 24/7/365 with a guaranteed 10-minute engineer response.

Rest Assured with Rimini Street’s Advanced Security

The Rimini Street Global Security team secures the access to and operation of thousands of the largest, most complex mission-critical global systems. Clients include military and critical infrastructure that operate under the highest security clearance requirements with access limited to Rimini Secure™ cleared engineers.

Rimini Street also includes other unique and advanced Rimini Street security services included with Rimini Support for VMware, such as SVAR analysis, management and alerts.

In addition, Rimini Street is the only VMware support provider that includes an integrated, zero-day, proactive hypervisor security solution with its Rimini Protect™ Advanced Hypervisor Security, powered by Vali Cyber®.

Rimini AHS requires no operating system or code changes and stops malware, ransomware and other threats with real-time detection. Rimini AHS proactively neutralizes threats before they are publicly disclosed and become a crisis.

In fact, Rimini Street has Regional Chief Technology Officers and Enterprise Architects who specialize in complex, global infrastructure such as fast-changing and new options in virtualization technology. We can help you identify, test, select, deploy and transition to a next-generation virtualization infrastructure technology.

VMWARE PRODUCTS SUPPORTED

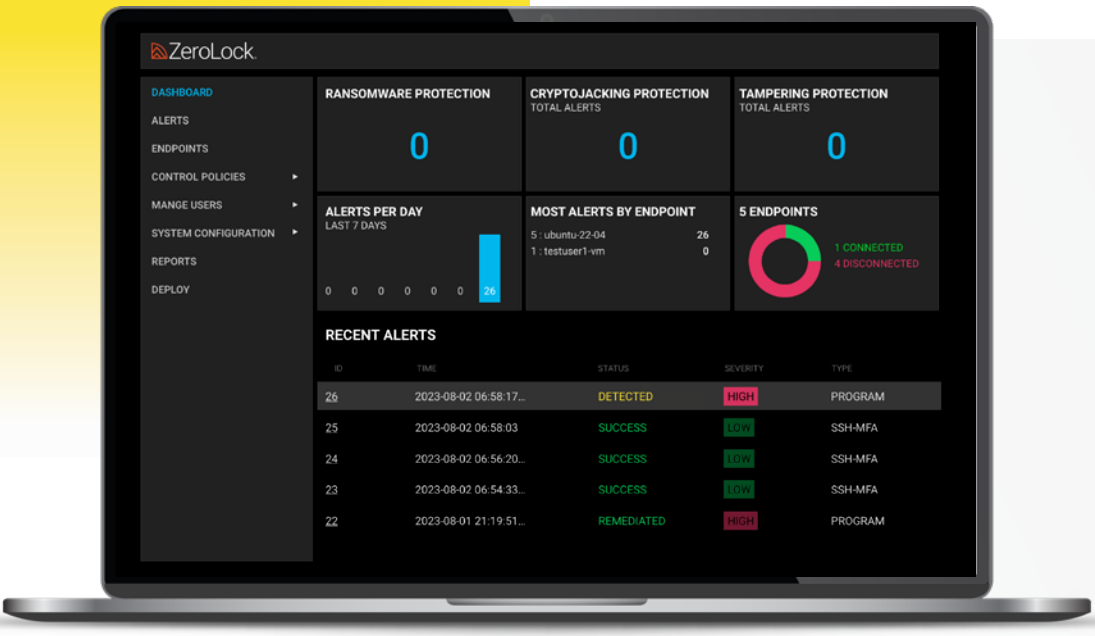
- vSphere
- ESX/ESXi Hypervisors
- vCenter
- vSAN
- NSX
- vRealize Suite
- Aria Operations
- Tanzu
- Site Recovery Manager
- Integrated OpenStack (VIO)
- Workstation
- Horizon*
- Workspace One*

** Sold by Broadcom in 2024 and now operating independently as Omnissa*

What you get with Rimini Support for VMware:

- Ultra-responsive, 24/7/365 global support from experienced VMware engineers with a guaranteed response time SLA of ten-minutes and resolution updates every two hours for critical cases
- Years of support availability for VMware perpetual licenses with no required product upgrades or migrations
- Rimini Protect Advanced Hypervisor Security, powered by Vali Cyber®
- Assigned Primary Support Engineer for case management
- Assigned Engagement Manager for insights and innovation
- Access to Application Architects & Infrastructure Specialists
- Security assessment and configuration support
- Deployment, configuration and interoperability support
- Operational performance support
- Dedicated case management portal

Go to riministreet.com/vmware to get started!



Exclusive Rimini Protect Advanced Hypervisor Security, powered by Vali Cyber® ZeroLock

> *Rimini Street delivers exceptional support for our current enterprise software platform. We are excited that we now have the option to extend the lifespan of our existing VMware products for years and get exceptional support for our VMware infrastructure through Rimini Street.*
>
> — ***Kentaro Yamamoto***
> *General Manager, IT Strategy Department*
> *JSR Corporation*

Rimini Street

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