

Revolutionary Support for VMware

BENEFITS

- Full support for VMware perpetual licenses
- Comprehensive security protection
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers

PRODUCTS

- **Hypervisor & Virtualisation**
vSphere, ESX and ESXi, VCenter, VMware Workstation
- **Network, Security & Business Continuity**
NSX, VMware Site Recovery Manager
- **Cloud Management & Automation**
VRealize
- **End-User Computing**
VMware Horizon, VMware Workspace ONE
- **Storage**
vSAN
- **Application Modernisation & Kubernetes**
VMware Tanzu

VMware Challenges

In the wake of Broadcom's acquisition of VMware, businesses are facing critical decisions. Broadcom has eliminated support for perpetual VMware licences, forcing a migration to subscription-based licences, resulting in huge cost increases and potentially changing its virtualisation infrastructure. Additionally, Broadcom will continue to provide security patches, but only for threats with a CVSS score of 9.0 or higher. Organisations must choose between surrendering their paid-for perpetual licences or finding alternatives. Support Revolution allows businesses to continue using VMware perpetual licences without being compelled to migrate.

Support Revolution Solution

Support Revolution offers VMware users a cost-effective alternative that maintains their existing infrastructure with high-quality, personalised support during this period of transition in the VMware landscape.

These benefits include:

- **Cost savings:** Clients can achieve substantial savings on their VMware software vs. significant increases associated with the move to subscription-based licences
- **Keep your perpetual licences:** Organisations can continue using their existing VMware perpetual licences without being forced to migrate to a subscription model
- **Responsive support:** Support Revolution provides ultra-responsive SLAs, including resolution within 2 hours for critical issues
- **Comprehensive security:** Revolutionary Enterprise Security protects vCenter using virtual patching at no additional charge
- **Advanced zero-day security:** Revolutionary VMware security, powered by Vali Cyber, delivers advanced hypervisor security tailored to defend against vulnerabilities, ransomware, and malware threats
- **Personalised approach:** Clients receive monthly reviews with an assigned Primary Support Engineer and quarterly meetings with a named Account Manager
- **Flexibility:** Support Revolution allows organisations to maintain their current VMware infrastructure while strategising their long-term virtualisation approach

[Third-Party Software Support] alternatives offer cost-cutting and cost-avoidance opportunities for organisations to reduce current and future-year opex spend and budget.

– Gartner Market Guide
for Independent Third-Party Software Support for Megavendors

VMware Support Programme Comparison

	Support Revolution	Broadcom
Maintenance and Support Services		
Break/fix support	✓	✓
Security updates	✓	✓
Keep your VMware perpetual licences with full support	✓	✗
Response times of 10 minutes or less for critical issues	✓	✗
Guaranteed resolution time of 2 hours for critical issues	✓	✗
Run software for as long as you want, no forced migrations	✓	✗
Performance support	✓	✗
Interoperability and integration support	✓	✗
Ask the Experts sessions included	✓	✗
Personalised with assigned Primary Support Engineer and named Account Manager	✓	✗
Revolutionary Enterprise Security included, along with tailored security services	✓	✗
Advanced hypervisor security defending against vulnerabilities, ransomware, and malware threats is available	✓	✗

VMware Support Details

Support Revolution helps organisations effectively maintain their VMware software and reallocate budget and resources towards strategic initiatives by providing:

- **Complete VMware portfolio support** including support for older versions
- **Significant cost savings** compared to Broadcom's subscription costs
- **Issue resolution** for all technical, functional, and regulatory aspects of VMware
- **Interoperability and integration support** for optimal functionality across your enterprise ecosystem
- **Comprehensive security** protects vCenter using virtual patching at no additional charge and upgrade to Revolutionary VMware Security, powered by Vali Cyber, for advanced zero-day protection of EMXi
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Binding resolution times** of less than 2 hours for critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalised support

