

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 & Virtualization**
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 Modernization & 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 licenses, forcing a migration to subscription-based licenses, resulting in huge cost increases and potentially changing its virtualization infrastructure. Organizations must choose between surrendering their paid-for perpetual licenses or finding alternatives. Support Revolution allows businesses to continue using VMware perpetual licenses without being compelled to migrate. We provide ultra-responsive VMware support with superior SLAs, including resolution within two hours for critical issues.

Support Revolution Solution

Support Revolution offers VMware users a cost-effective alternative that maintains their existing infrastructure with high-quality, personalized 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 licenses
- **Keep your perpetual licenses:** Organizations can continue using their existing VMware perpetual licenses 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:** VMware security is available, offering a safe harbor while companies consider long-term options
- **Personalized approach:** Clients receive monthly reviews with an assigned Primary Support Engineer and quarterly meetings with a named Account Manager
- **Flexibility:** Support Revolution allows organizations to maintain their current VMware infrastructure while strategizing their long-term virtualization approach
- **Experience:** With over 27 years in the industry, Support Revolution brings extensive expertise to enterprise software support

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

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



VMware Support Program Comparison

	Support Revolution	Broadcom
Maintenance and Support Services		
Break/fix support	✓	✓
Security updates	✓	✓
Keep your VMware perpetual licenses 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	✓	✗
Personalized with assigned Primary Support Engineer and named Account Manager	✓	✗

VMware Support Details

Support Revolution helps organizations 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
- **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 personalized support

