

Rimini Support™

Rimini Support™ for VMware

SUPPORTED PRODUCTS

Hypervisor & Virtualization Management

- » vSphere
- » ESX and ESXi
- » VCenter
- » VMware Workstation

Cloud Management & Automation

- » VRealize

Network, Security & Business Continuity

- » NSX
- » VMware Site Recovery Manager

Storage

- » vSAN

End-User Computing

- » VMware Horizon
- » VMware Workspace ONE

Application Modernization & Kubernetes

- » VMware Tanzu

Maintain Support of your Perpetual Licenses

VMware products that were once available for license purchase are now only being offered as part of subscription bundles, leading to steep price hikes over multi-year terms.

With renewals approaching, enterprises lack the time needed to evaluate and shift to alternative virtualization environments (both hypervisors and management systems). For many, these are business-critical systems, and exploring self-support options is too risky. Finding the best path forward isn't always clear and leads to questions such as:

- How can I justify this substantial price increase to my CFO?
- If I transition away from Broadcom support, what strategies can I employ to prevent potential security risks?
- How can I make sure I'm setting my organization up for success based on the evolution of the hyper-converged infrastructure market?
- Since I am already moving to a public cloud, how will this subscription model affect my plans?
- Should I move to an open-source solution like KVM? Do I have time to evaluate these options?

About Rimini Support for VMware

Now available for a broad portfolio VMware products, enabling customers to retain their perpetual licenses and extend the value of their existing technology.



Ultra-responsive and comprehensive support services without required upgrades to stay fully supported

- Repository and document fixes
- Operational and configuration support
- Named support engineer
- Installation and upgrade support
- Customization support
- Performance support
- Support of current release for life of contract
- Onboarding and archiving services

KEY BENEFITS

- » **Reduce time to resolve critical issues.**
Run your business-critical technology with the best support available, especially for mission-critical applications and infrastructure.
- » **Extend the value of your investments.**
Maximize the value of what you've already paid for.
- » **Keep your options open.**
Prevent vendor lock in and take control of your technology strategy. Explore other alternatives on your terms and timeline.

Support Program Comparison

Support Features

Rimini Support™ Broadcom

Support Services		
Repository and documentation fixes	✓	■
Operational and configuration support	✓	■
Installation and upgrade support	✓	■
Named, regional Primary Support Engineer from a team that averages 15 years of experience	✓	
Client Success Manager	✓	
10-minute guaranteed response SLA for critical cases with 2-hour update communications	✓	
Enhanced support with no required upgrades	✓	
Customization support	✓	
Performance support	✓	
Support of current VMware release for the life of your Rimini Street contract	✓	
Onboarding and archiving and remote access services	✓	
Advisory Services		
Technical, Functional and Application Roadmap Advisory Services	✓	
Cloud Advisory Services	✓	
License Advisory Services	✓	
Security Advisory Services	✓	
Interoperability and Integration Advisory Services	✓	
Health Check Services	✓	
Impact on Resources		
TCO transparency (budget, people, time)	✓	
Independence from vendor-dictated roadmap	✓	

INDUSTRY LEADING PERFORMANCE

- » 4.9/5 customer satisfaction score
- » 10-minute response time for critical issues
- » 1200+ full-time engineers dedicated to resolving support issues 24/7/365
- » Less than 90-second average response time for P1 and P2 cases
- » 99.99% on-time performance for over 500,000 case update communications in 2023
- » Patent awarded for AI application that reduces case resolution time by 23%
- » Proprietary AI application that reduced the number of cases that develop urgency by 29%

Associated Offerings

Rimini Street has extended Rimini Protect™ and Rimini Consult™ to VMware customers, delivering tailored core security support and personalized consulting engagements customized to the unique ecosystem and needs of enterprises.

Rimini Protect™



Proactive, fast and cost-effective security protection, personalized to your enterprise software environment

- » Hypervisor security designed to defend against ransomware, escape to host attacks, and other common hypervisor attacks
- » Solutions and Services for proactive risk mitigation
- » Security cases
- » Security vulnerability analysis reports
- » Zero-day reports
- » Level 1 security assessments

Rimini Consult™



Optimize, evolve and transform IT with deep expertise from tenured professionals to meet your business objectives

- » Roadmap and strategy analysis
- » Lift and shift to alternatives
- » Security strategy hardening
- » Technology assessments
- » Observability
- » Integration
- » Custom projects

Rimini Street

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