

The Definitive VMware Third-Party Support Checklist



USE THIS CHECKLIST TO:

- › Understand what Rimini Street's third-party support for VMware delivers
- › Compare Rimini Street with vendor and other third-party support providers
- › Choose your third-party support partner with confidence

Take control of your VMware future with the right independent third-party support partner

VMware infrastructure and virtualized workloads are foundational to your business performance. Downtime is costly, security risks at the hypervisor layer continue to escalate and noncompliance is non-negotiable.

To maintain stability and control, more IT leaders are turning to independent, third-party support. The goal is clear: protect existing VMware investments, extend the life of perpetual licenses and operate with confidence for years ahead.

However, **not all third-party support providers deliver the same value.** Significant differences exist in expertise, scalability, transparency, threat protection and accountability. What is included and what is excluded can directly impact risk, resilience, and long-term cost.

Evaluate the facts, not claims. This checklist helps IT leaders assess third-party support options for VMware infrastructure and operations, so decisions are based on proven capabilities, not marketing claims.

At Rimini Street, your success is our mission. As a [global leader in third-party enterprise software support for VMware](#), we deliver more than maintenance. We also offer [proprietary hypervisor security solutions](#), combined with [roadmap consulting](#) and [licensing advisory services](#). With Rimini Street solutions for VMware, your organization can strengthen resilience, remain supported after OEM deadlines, reduce risk, and take control of IT virtualization strategies to drive measurable business outcomes.

VMWARE THIRD-PARTY SUPPORT PROVIDER CHECKLIST

Here are critical credentials and capabilities that have established Rimini Street as an industry leader in VMware third-party support and security. Use this checklist to evaluate whether other providers can meet the same level of performance, protection and accountability.

SUPPORT CAPABILITIES AT SCALE

Global service delivery team of more than 1,100 highly experienced full-time employees, worldwide	<input type="checkbox"/>
More than 2,000 employees (verifiable on LinkedIn) dedicated to providing unparalleled support experiences	<input type="checkbox"/>
Patented AI that matches cases to the right engineer in seconds to accelerate resolution, combined with proprietary AI innovation to enhance knowledge sharing, improve collaboration on active cases and proactively escalate issues based on conditions and sentiment analysis.	<input type="checkbox"/>
10-minute guaranteed response time SLA for P1 issues and <15-minutes for P2 issues (both delivered on average in under 2 minutes) with supporting client operations in 150+ countries, territories and administrative offices and coverage in 8 different languages	<input type="checkbox"/>
Named, dedicated Primary Support Engineer (PSE) , from a team averaging 20+ years of experience	<input type="checkbox"/>
4-hour target resolution* time SLA for critical cases 4-hour target resolution time SLA for critical cases	<input type="checkbox"/>
Complete break/fix, operational and operational support across the expansive VMware product portfolio	<input type="checkbox"/>
Installation and upgrade support	<input type="checkbox"/>
Onboarding, archiving and remote access services	<input type="checkbox"/>
Average client satisfaction score of 4.9 out of 5.0 based on thousands of support experience responses	<input type="checkbox"/>
Assigned Client Engagement Manager	<input type="checkbox"/>
On-staff Global License and Advisory Services team with the insights and experience of former license auditors and experts	<input type="checkbox"/>

ADVANCED SECURITY SOLUTIONS

Advanced runtime, zero-day protection designed to protect the virtualization stack, inclusive of virtual applications, databases and middleware, from exploits even without OEM patches	<input type="checkbox"/>
Exclusive advanced hypervisor security solution with proactive risk coverage across any Linux- or KVM-based hypervisor	<input type="checkbox"/>
Security and Threat Intelligence Reports spanning SVARs, CVE notices and CWE analysis backed by a team of 75+ global security experts	<input type="checkbox"/>

PROFESSIONAL SERVICES

Comprehensive professional services available, spanning roadmap advisory to performance optimization	<input type="checkbox"/>
Custom software support solutions for multiple vendor and overlay support across hypervisors, hybrid cloud or containers	<input type="checkbox"/>

TRUST AND TRANSPARENCY

Financial accountability with the ability to provide audited financial statements (income statement and balance sheet) for the preceding three years	<input type="checkbox"/>
Operate as a public company, accountable to SEC standards for auditing, reporting and operations	<input type="checkbox"/>
Estimated total client savings of over \$10 billion to date	<input type="checkbox"/>

PROVEN RESULTS

20+ years of proven success, delivering successful outcomes for 6,500 client contracts to date, including 150+ VMware contracts	<input type="checkbox"/>
Has helped clients save a combined total of more than \$10 billion in total software maintenance costs to date	<input type="checkbox"/>
Commitment to support your current VMware perpetual license versions for years, regardless of Broadcom end-of-support dates	<input type="checkbox"/>

*Resolution can be a solution, work around or action plan

Only one provider meets all these criteria: Rimini Street.

To learn more, visit the [Rimini Street website](#) or [contact us](#).

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