



Spinnaker Support for VMware

Proactive Support Solutions To Help
Optimize Performance

As a CISO, your focus is on the security and compliance of your IT environment while managing the complexity and costs associated with maintaining it. Since Broadcom's price hikes and the shift to a subscription model, the pressure to balance security needs with cost management has intensified. Without patching these changes can threaten your ability to safeguard critical systems, especially if there isn't a hardening program in place. Spinnaker Support offers a solution through our third-party support for VMware.

LEVERAGING VMWARE EXPERTS, SPINNAKER'S SERVICES INCLUDE:

SOFTWARE

- vSphere (includes ESXi and vCenter)
- vSAN
- vRealize Suite
- SRM (Site Recovery Manager)
- VCD (vCloud Director)

INTERNAL TEAM SIGN-OFF

- CIO - Confirm approach aligns with virtualization strategy.
- Procurement - Enact cost-effective support and risk mitigation.

OUR SERVICES

Our personalized defense-in-depth approach gives you the peace of mind that your security standards are upheld, all while avoiding vendor lock-ins and unexpected price hikes.

- **Break/Fix** - Diagnostic services, product fixes, performance management, and operational solutions for software issues involving standard code and integrations.
- **Archiving** - Download and store relevant software and data that you're legally entitled to retain, minimizing data loss and maintaining flexibility for future IT decisions.
- **Vulnerability Management Support** - Proactive vulnerability protection that begins with system hardening against industry standards, followed by threat advisory bulletins for each CVE.
- **Technical Advisory Services** - Unbiased and proactive technology advisory services for your IT strategy, including interoperability, cloud migration, operational best practices and upgrade support.

Spinnaker Support is your trusted partner supporting you at each step along your journey

ACHIEVE IT OBJECTIVES

- Extended coverage, with 24x7x365 support
- Personalized service support
- Former VMware experts and leaders
- Avoid significant fee increases

SUPPORT AT EACH STEP

- Spinnaker Support for Oracle, SAP, and VMware
- Spinnaker Shield
- Spinnaker Intelligence



“Their third-party support not only reduced our costs but also ensured our VMware systems remained secure and compliant.”

OUR SOLUTION

Our solution provides high-touch, personalized service that ensures your VMware environments remain secure, compliant, and optimized for performance. Spinnaker delivers timely solutions for any issues that arise, enabling seamless operation across hybrid and multi-cloud infrastructures. By choosing Spinnaker for VMware support, organizations gain greater control over their IT roadmap, avoid costly vendor lock-ins, and maintain operational flexibility, all while reducing their overall IT spend.

- **Take Control:** Extend the life of your current systems, and remove Broadcom’s commercial lock-in.
- **Reduce OpEx Spend:** Avoid excessive Broadcom support-fee increases and direct your spend toward strategic initiatives.
- **Harnessing AI:** Faster resolution times through our Spinnaker Intelligence framework.
- **Mitigate Risk:** Provide clarity on your roadmap, so that you are in control, not the vendor, with security and compliance built in.
- **Support Legacy:** Maximize the value of your investment with full support for legacy software offsetting the need for unnecessary upgrades.

For more information on Spinnaker Support for VMware please contact us at spinnakersupport.com

ABOUT US

Today’s leaders are navigating an increasingly uncertain and ever-changing world. They can’t be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.