

# VMware Third-Party Software Support

Regain control of your VMware investment.

LEVERAGING FORMER VMWARE  
EXPERTS, SPINNAKER'S SERVICES  
INCLUDE SUPPORT FOR:

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

Broadcom's shift to  
subscription models  
could increase annual  
charges by **2 to 10 times**,  
making third-party  
support from Spinnaker  
even more valuable.

With Broadcom's transition to high-cost VMware Cloud Foundation subscriptions, your organization may be facing a significant budget increase. As a robust, regulator-ready alternative, Spinnaker's third-party VMware support leverages the deep expertise of previous VMware professionals to ensure your environment remains secure, compliant, and optimized — without the need for disruptive and expensive license conversions.

By choosing Spinnaker, you'll gain time to strategize future virtualization technologies while extending the life and value of your current VMware investments. Consider Spinnaker to maintain control over your IT budget and operational resilience.

**We provide personalized service through expert VMware software support, enabling your organization to:**

- **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.
- **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.



**EXPLORE OUR THIRD-PARTY SUPPORT SERVICES:**



**BREAK/FIX SERVICES**

Diagnostic services, product fixes, performance management, and operational solutions for software issues involving standard code, and integrations.



**ARCHIVING SERVICES**

Download and store relevant software and data that you're legally entitled to retain, minimizing data loss and maintaining flexibility for future IT decisions.



**SECURITY & VULNERABILITY MANAGEMENT**

Proactive, full-stack security and vulnerability protection that targets weakness categories to harden your system, plus incident response and threat intelligence.



**TECHNICAL ADVISORY SERVICES**

Unbiased and proactive technology advisory services for your IT strategy, including interoperability, cloud migration, and upgrade support.

## Spinnaker Support Third-Party Support Features

These features are included within our third-party support offering at no additional cost.



### SPINNAKER SHIELD

Maintains or improves the security posture of your technologies. Equipped with proven processes, tried-and-true security insights, and a staff of industry experts, Spinnaker continually investigates issues, as well as hardens and protects your environments.

With Spinnaker Shield, you'll strengthen your organization's security posture and proactively respond to the constantly evolving security landscape through:

- Risk mitigation, using improved processes, compliance, and best practices
- Proactive system security that targets weakness categories and implements attack surface-reduction measures
- Securing unique architecture and configuration with tailored solutions that don't rely on one-size-fits-all vendor patches
- Achieving regulatory compliance across your entire VMware software estate, regardless of the age of the software



### SPINNAKER LINK

Frees you from vendor red tape and interoperability restrictions by enabling you to design and deploy integrations for your unique IT environment.

With Spinnaker Link, we'll provide personalized interoperability services, enabling your organization to:

- Manage the complexity of IT environments with a unified interoperability strategy.
- Reduce threats through improved security, compliance, and process.
- Take control of your IT roadmap by extending the life of current systems.
- Future-proof your system to integrate software.



## SPINNAKER IS YOUR TRUSTED PARTNER

Spinnaker Support has helped over 1300 customers improve their enterprise software support experience and achieve their strategic IT objectives. With Spinnaker, you will receive expert service with the goal of bringing peace of mind to your organization through:

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



## SUPPORT AT EACH STEP OF YOUR JOURNEY

Spinnaker provides a suite of services that empowers your organization to take control of your technology strategy and maximize the value of your investments wherever you are in your technology ecosystem journey.

- **Spinnaker Support for Oracle, SAP, VMware and JD Edwards**
- **Spinnaker Shield**
- **Spinnaker Link**
- **Spinnaker Intelligence**
- **Spinnaker Detect**
- **Spinnaker Managed**
- **Spinnaker Consulting**

For more information, please contact us at [www.spinnakersupport.com](http://www.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.