
















Proactive Support with VMware Skyline

Feature and Benefits Comparison

Key Features	Production Support	Premier Services (BCS, MCS, HCS)
Operational Summary Report (OSR)	* 	* 
Skyline Community		* 
Self-service, break/fix Knowledge Base articles		
Security vulnerabilities		
Products		
Support-based best practices		
Complex, break/fix Knowledge Base articles		
Security compliance		
Security hardening		
Future capabilities		

Additional Details

Products

- VMware vSphere® and VMware NSX® are supported today.
- As new products are added to proactive support with VMware Skyline™, Premier Services customers will receive proactive findings and recommendations for new products immediately.
- New products for Production Support customers will be released in phases. Over time, all products will be available within proactive support with Skyline for Production Support customers.

Future Capabilities

- While we are still working on what future capabilities will exist within Skyline, some ideas include using the data collected with Skyline to assist with upgrade and/or capacity planning. These future capabilities will only be available to Premier Services customers.

**The delivery of the findings and recommendations through the Operational Summary Report (OSR) may not reflect the final implementation of proactive support with Skyline services for Production Support entitled customers*

**Premier Services customers, please see the next page for additional details related to the Operational Summary Report and Skyline Community*

Proactive Support with VMware Skyline

Operational Summary Report and Skyline Community



Operational Summary Report (OSR)

Proactive findings and recommendations are delivered to customers within the Operational Summary Report (OSR). The Operational Summary Report is a document that contains a deployment summary, recommendation summary and the individual findings and recommendations proactively identified by Skyline.

An overview of the Operational Summary Report can be found here: <https://www.youtube.com/watch?v=UHAXSfjDBXM>

Production Support customers participating in the Pilot & Early Release programs of Skyline can download their Operational Summary Report using the link provided within the [Operational Summary Report – Download and Details](#) Skyline community article.

*Operational Summary Report for Premier Services customers

- The Support Account Manager/Engineer assigned to your account will continue to deliver the Operational Summary Report to you during your support review meetings.



Skyline Community

[The Skyline Community](#) is an open community, therefore both Production Support and Premier Services customers can utilize the Skyline Community as a starting point for questions, issues, best practices and knowledge sharing with other community members and the VMware Skyline team.

* Skyline Community for Premier Services customers

- Premier Services customers have the added benefit of a dedicated support account team. Therefore, your Support Account Manager/Engineer can assist you with any questions or comments that you have related to proactive support with Skyline.