Origina Maintenance and Support for VMware

Benefits

- Full support for perpetually licensed VMware software

- Maximum value of existing perpetual VMware licenses

- Freedom from restrictive vendor practices and policies

- Security services without forced migration

- Ultra-responsive maintenance and support

Product Maintenance and Support Overview

Origina provides a flexible VMware® maintenance and support solution that enables organizations to keep their perpetual VMware licenses while planning future virtualization strategies. Origina maintenance and support ensures stability and security for existing VMware products, allowing businesses to avoid rushed migrations and costly subscription models while receiving continuous support for critical software.

Business Challenges

VMware customers face significant challenges following Broadcom's acquisition and subsequent licensing changes. The shift from perpetual licenses to costly subscription bundles, coupled with the elimination of Support and Subscription (SnS) for perpetually licensed products, has left many organizations scrambling to find a cost-effective solution.

Companies must now navigate complex virtualization migration planning, which can usually take years, while facing the risk of exorbitant subscription fees if they don't identify the correct path forward before their current SnS agreements expire.

Origina Solution

Origina offers a safe harbor to current VMware customers. By providing independent VMware software maintenance and support, Origina enables organizations to retain their perpetual licenses indefinitely while still receiving full support, including comprehensive defect and vulnerability management. This allows companies to navigate the complex transition strategically, optimizing their virtualization strategy without compromising security or stability.

Origina's expert technical advocacy and consultant services help organizations assess their current VMware environments, evaluate potential financial impact, and develop tailored roadmaps. This approach gives VMware customers the time and flexibility they need to make informed decisions about their future virtualization strategy without the pressure of immediate, costly subscription transitions.

Maintenance Program Comparison

	Origina	VMware
Maintenance and Support Services		
Technical support break/fix	X	X
Upgrade and migration assistance	X	X
Up to 50% savings	X	
Two assigned support engineers for each product	X	
Full support for any version without forced upgrades	X	
Meet the Expert sessions	X	
Integration support	X	
Performance support	X	
Binding ticket response times of 30 minutes or less for critical issues	X	
Target ticket resolution times of 6 hours or less for critical issues	X	
Tailored security approach to your needs and systems	X	
Layered security not dependent on patches	X	
License pre-audit support and consultation	X	
Value-Add Services		
Proactive health checks	X	
On-site technical support	X	
License entitlement validation	X	
Solution architecture validation	X	
License audit support	X	
Interoperability validation	X	
Feature enhancements available without upgrades	X	

20% of VMware customers will begin the process of moving away from VMware in 2024.

Learn more. Download "An Essential Guide to Navigating VMware License Strategies."

Download now

Support and Maintenance Details

Ultra-responsive VMware software support. Origina offers 24/7/365 global support from independent VMware experts, ensuring rapid response and resolution times for issues.

Defect and vulnerability management. This service includes proactive monitoring and patching of security vulnerabilities, custom fixes, and alternative approaches for known issues, plus regular security bulletins and advisories. Origina's approach helps maintain the security and stability of your VMware.

Performance optimization. Origina conducts system health checks and performance tuning, provides capacity planning and scalability recommendations, and offers guidance on best practices for VMware environment optimization.

Version control and updates. Origina supports all versions of VMware software, including legacy systems. We assist with version upgrades and migrations, as well as provide backporting of critical patches to older versions, allowing customers to maintain their preferred VMware configurations.

Technical advocacy. Dedicated technical account managers provide escalation management for complex issues and act as liaisons with VMware for third-party integrations and compatibility concerns, ensuring customers have a strong advocate for their VMware-related needs.

Strategic consulting. Origina offers VMware estate assessment and optimization recommendations, long-term virtualization strategy planning, cost analysis, and licensing optimization guidance to help customers make informed decisions about their VMware infrastructure and future direction.

Learn more: **www.origina.com/vmware**