Vendor Rating: VMware

Published 20 July 2020 - ID G00720034 - 21 min read

By Analysts Mark Lockwood, Edward Weinstein, Dennis Smith, Michael Warrilow, Jonathan Forest, Thomas Bittman, Nathan Hill, Raj Bala, Gary Spivak

Initiatives: Sourcing, Procurement and Vendor Management Leaders

VMware remains a foundational supplier of data center infrastructure and is leveraging and enhancing its cloud offerings. As these technologies continue to evolve, IT leaders must reassess VMware and its expanding portfolio.

Overall Rating

Overall Rating: Positive

Gartner believes VMware has a solid and expanding collection of products and services. It continues to focus many of those on the changing landscape of cloud computing. VMware receives a Positive rating due to continued strong financial results, a large and loyal installed base, a more clear and defined cloud computing strategy, and a diverse product portfolio. Although product pricing and licensing continue to be pain points for VMware customers, Gartner expects the company to remain strong in the near future and believes the company has begun to pivot appropriately in cloud computing.
Infrastructure and operations (I&O) leaders should be aware that Dell Technologies owns 82% of VMware and has significant influence as a majority owner over the direction of VMware. We believe that VMware is a critical element of Dell’s overall strategy. The ownership relationship will always bring uncertainty as to what Dell intends to do with VMware in the near term or long term.

Note that this research does not address Dell Technologies, although the majority-owning relationship must be considered when assessing VMware. A separate, dedicated Vendor Rating document is also maintained for Dell Technologies (see “Vendor Rating: Dell Technologies”).

**Detailed Rating**

**Product/Service: Positive**

<table>
<thead>
<tr>
<th>Product/Service</th>
<th>Weak</th>
<th>Caution</th>
<th>Variable</th>
<th>Positive</th>
<th>Strong</th>
</tr>
</thead>
</table>

VMware maintains a dominant market share position for on-premises server virtualization. Its core strength is in I&O with vSphere, vSAN and the NSX product family. Additionally, the company has been working to be more relevant to developers and in cloud computing.

VMware has five core areas of focus:

1. Virtual and cloud infrastructure software
2. Developer services
3. Virtual networking
4. Digital workspace
5. Security

VMware continues to drive toward SaaS-delivered versions of its management and control planes across its product portfolio to provide flexibility to its customers and — critically — to enable these toolsets to better support cloud-native scenarios.

In end-user computing (EUC), Workspace ONE is VMware’s unified endpoint management (UEM) toolset. Workspace ONE has evolved significantly from its enterprise mobility management roots in the face of increasing endpoint platform diversity. The Workspace ONE product elevated VMware to a strategic vendor for end-user computing in the digital workspace arena.

VMware’s network offerings continue to broaden and gain appeal for organizations. Offerings in the data center (NSX Data Center), cloud (NSX Cloud) and WAN Edge (VMware SD-WAN by VeloCloud) are helping VMware gain relevance and mind share in the networking world. These
products bundle with other VMware offerings, such as VMware Cloud on Amazon Web Services (AWS) and Horizon Cloud, to create a more robust — and sticky — solution for IT organizations.

Since late 2018, VMware has invested to capture the attention of developers, through acquisition, now under the Tanzu product portfolio. This represents a focus on addressing the developer community and includes the acquisition of Pivotal and Heptio.

**Support/Account Management: Positive**

<table>
<thead>
<tr>
<th></th>
<th>Weak</th>
<th>Caution</th>
<th>Variable</th>
<th>Positive</th>
<th>Strong</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support/Account Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Client feedback continues to remain generally positive with respect to VMware and its partners. VMware offers support plans including Basic Support (business hours), Production Support (24/7) and Premier Support (faster response times, higher tier of support personnel). Both Production Support and Premier Support include Skyline proactive support, which aims to identify and avoid problems before they occur.

VMware Professional Services offers consulting services for IT strategy development and assistance with implementing, integrating and optimizing the VMware portfolio beyond the data center. In addition, the Professional Services organization provides Technical Account Manager (TAM) Services. A TAM can assist with planning, deployment and skills development on a longer-term contract basis and also acts as a focal point for insights and feedback with VMware.

**Pricing Structure: Variable**

<table>
<thead>
<tr>
<th></th>
<th>Weak</th>
<th>Caution</th>
<th>Variable</th>
<th>Positive</th>
<th>Strong</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pricing Structure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The majority of customers purchase perpetual software licenses via resellers, as direct sales are not a standard approach for VMware. These are most often licensed on a per-processor basis, with software maintenance and support also paid. Many products are offered in bundles and with differing feature sets (via product editions). Perceptions of high list pricing remain common across several products and suites.

Negotiating an enterprise license agreement (ELA) remains VMware’s preferred way to maximize penetration of its products, particularly among its larger customers and prospects. Up to 50% of bookings are via ELA. ELA negotiations provide the best opportunity for large discounts on product license costs and especially on support and subscription services (SnS). It is important to note that VMware requires a minimum buy to qualify for a VMware ELA, which varies by region and currency but is approximately $250,000 in the U.S. Smaller deals are unlikely to qualify for an ELA due to this minimum required commitment.
Once the ELA term has expired, many customers have been surprised by quotes for postcontract SnS.

VMware reverts to list pricing for existing products upon ELA (and out-year) expiration. As a result, maintenance costs can rise to double or more of previously paid amounts.

VMware offers a range of other licensing programs. These include the Subscription Purchasing Program (SPP) and the VMware Cloud Provider Program (VCPP), which is offered primarily to hosting providers.

Cloud solutions such as VMware Cloud on AWS are being offered to attract or retain enterprises moving to cloud computing. This has been supplemented by the announcement of VMware Cloud offerings on all major hyperscale public clouds.

VMware will need to adapt pricing structures to stay competitive and grow its business in the presence of competition from public cloud. New technology offerings are aggressively marketed to counter the slowdown in server virtualization as saturation increases. However, clients complain that they are not appropriately priced. This extends to uncertainty around subscription costs for cloud offerings. VMware needs to avoid alienating its existing customers with high maintenance costs for what they already own, in addition to incremental fees to enable movement to public cloud.

**Technology/Methodology: Positive**

<table>
<thead>
<tr>
<th>Technology/Methodology</th>
<th>Weak</th>
<th>Caution</th>
<th>Variable</th>
<th>Positive</th>
<th>Strong</th>
</tr>
</thead>
</table>

Over the past several years, VMware has reinvested approximately 20% of revenue into R&D expenditures. This significant investment leads to many opportunities for product development and technology acquisitions.

VMware supplements its internal engineering with acquisitions, as illustrated by the recent acquisitions shown in Table 1.

**Table 1: Recent VMware Acquisitions**

<table>
<thead>
<tr>
<th>Acquired Company</th>
<th>Date Acquired</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lastline</td>
<td>June 2020</td>
<td>Cyberthreat Detection and Remediation</td>
</tr>
</tbody>
</table>
External to VMware, both the VMware Research Group and the VMware Academic Program seek to partner with outside expertise through collaborations, grants and foundations.

Strategy: Positive

VMware has a diverse portfolio of technologies, and that diversity helps the company reduce its reliance on the traditional strength of the software-defined data center (SDDC). However, even with a broad range of profitable technology areas, VMware remains associated with traditional workloads, even while expanding in cloud-native and DevOps applications and operations.
Technology acquisitions such as Heptio, Pivotal and Bitnami are intended to expand VMware into growth opportunities that are more cloud-native. The Carbon Black acquisition suggests an increased foray into infrastructure security. To remain relevant, VMware must continue to maintain and expand its support for cloud-native applications — in addition to maintaining its expertise in traditional on-premises environments. Today, almost all applications deployed in VMware Cloud on AWS are existing traditional applications. vSphere version 7.0 represents a milestone in this regard. The capabilities in VCF 4.0 and Tanzu are powered by functionality acquired by Heptio and Pivotal as well as internal engineering teams. These represent a new option for organizations focusing on cloud-native and open up a new competitive battleground in the area of container management. Most notably, this includes the ability to support and harness Kubernetes, within VMware products as well as via third parties. However, pricing and packaging of the various offerings is confusing and must be clarified and simplified.

Finally, VMware is focusing on creating a bridge for traditional and cloud-native environments to coexist and integrate. To accomplish this, VMware is counting on a long future of running, managing and securing traditional applications atop VMware SDDC technology while adapting and expanding its product portfolio to enable cloud-native workloads. This is occurring alongside VMware's continuing mantra to support modern applications via SDDC.

VMware's strategy has embraced new and emerging partnerships with all hyperscale cloud providers. It encompasses cloud infrastructure, desktop as a service, cross-cloud network, and integration and cross-cloud management. This is evidence of VMware's ability to deliver on its planned journey to cloud.

In this regard VMware enables its clients to balance their existing traditional application and operational needs against the desire for choice and agility in the era of cloud computing.

**Corporate Viability: Strong**

<table>
<thead>
<tr>
<th>Weak</th>
<th>Caution</th>
<th>Variable</th>
<th>Positive</th>
<th>Strong</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Viability</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Gartner's approach to assessing the Financial rating is based on historical performance. Given the unprecedented financial impact regarding COVID-19, the financial health of any company is extremely difficult to substantiate at the current time.

VMware has a very healthy balance sheet with billions in cash and cash equivalents and continuing strong cash flows. Under the leadership of CEO Pat Gelsinger, VMware intends to penetrate new markets in an effort to reduce the company's exposure in an increasingly mature virtualization ecosystem market. Workspace ONE, NSX, vSAN, cloud management (vRealize Suite), and the strategic partnership with AWS each represent sizable and/or growing businesses that complement VMware's vast server virtualization footprint. Continued expansion of these products and services will see VMware remain viable in the future.
Financial: Positive

Gartner’s proprietary Vendor Financial Statement Scorecard (see Note 1) measures companies against five distinct financial ratios. For the purposes of this analysis, we will be reviewing the 12-month period ending 31 January 2020. Please note that the results reflected in the prior vendor rating, against which we sometimes compare the current results, was through 1 February 2019.

For the trailing 12-month period, the company saw revenue accelerate from 14.1% growth in the prior vendor rating to 20.5% growth through 31 January 2020. This results in 7 points (out of 10) in our model.

VMware’s net profit margin for the trailing 12-month period was 59%. However, this was aided by a $5.4 billion positive tax adjustment. Normalized net profit margin would have been 9%, down from the 27% we indicated in the prior report, resulting in 7 points. Its strong cash flow from operations to revenue ratio was 36%, down from 41%, resulting in 9 points. Because it has $2.7 billion of debt coming due this year, VMware’s current assets are only slightly greater than its current liabilities, even when these are adjusted for deferred revenue, which results in 4 points in our model. Finally, its cash balances exceed its debt, meaning it has no net debt, and therefore does not get any penalty for excessive debt.

All told, the total of 27 points is at the low end of the Positive rating (27-33). Said another way, the company’s revenue growth has decelerated. It still has strong profit margins while displaying a very strong ability to generate cash. VMware is not dependent on a parent company for its financial health and can stand as an independent entity.

### Financial Statement Scorecard: VMware

[Diagram of Financial Statement Scorecard showing Revenue Growth, Net Profit Margin, Cashflow From Operations Margin, Modified Current Ratio]

Source: Gartner

Additional Analyst Insights
Cloud and Virtualization Management

VMware Cloud Foundation (VCF) is VMware’s compute, networking and storage infrastructure platform. VCF can be deployed on-premises or leveraged in VMware Cloud Provider Program (VCPP) partners. VCF is also used for VMware Cloud on AWS and upcoming deployments of VMware Cloud on AWS Outposts in addition to other hyperscale service providers. Various VMware products are hosted via an ecosystem of more than 4,000 service providers worldwide, which is part of the VMware Cloud Provider Program. VCF enterprise and cloud deployments can be coupled with the VMware tooling to provide a common management plane. It is also vertically integrated into hyperconverged integrated systems (HCIS), such as Dell EMC VxRail, or can be deployed on qualified hardware for do-it-yourself situations. VMware also offers VMware HCX, a SaaS offering, to aid in application mobility across vSphere environments.

VMware’s multicloud portfolio includes CloudHealth and Wavefront, which were acquired in October 2018 and May 2017, respectively. vRealize Automation Cloud is a SaaS offering that provides provisioning and orchestration capabilities.

VMware recently added clarity and consistency to its overall cloud and virtualization management strategy, though it still requires more products to satisfy cloud management functionality that most vendors solve with a single unified offering. It has also delivered a portfolio of new services but the overall functionality of the products still lags behind what other products offer, such as inventory and classification, service request, and object storage support. Enterprise customers express frustration with understanding the many management offerings from VMware. To build synergies among the offerings, VMware must continue to integrate the many products — some with very different architectures — which is not a trivial effort.

Networking

VMware has compelling data center and SD-WAN network offerings with high Gartner client visibility — second only to Cisco with both product offerings. At the WAN edge, the solution is VMware SD-WAN by VeloCloud. The SD-WAN solution has grown from more than 3,500 paying customers last year to more than 5,500 paying customers as of January 2020. Many large network service providers (NSPs) use the VMware SD-WAN solution to underpin managed service offerings including AT&T, Sprint, Telstra and GTT. The solution includes edge appliances, orchestration and optional cloud-resident gateways for the more advanced licensing models. It has proven scalability in large networks of more than 1,000 sites (with some deployments greater than 10,000 sites) and the ability to optimize voice traffic and cloud workloads. But it does lack some features, such as native WAN optimization and advanced security, compared with some other competitors in the space.

In the data center, NSX Data Center is VMware’s network virtualization platform. It offers a software-only network overlay consisting of a controller with virtual switches running in each hypervisor. VMware now counts more than 5,500 NSX Data Center customers, up by about 1,000 in the last year. VMware has been successful by focusing on specific, well-defined use cases for NSX.
These include microsegmentation, improved network automation/agility and support for multicloud data center environments. In the data center, NSX Data Center is VMware’s full stack network virtualization platform. It offers a software-only network overlay consisting of a controller with virtual switches running in each hypervisor. Although it’s difficult to compare pricing for NSX to other offerings in the market, client feedback and Gartner’s analysis suggest pricing is expensive, and installation can be complex for NSX Data Center.

VMware also continues to embed NSX Data Center into other VMware offerings, such as including VMware Cloud (VMC) on AWS and Horizon virtual desktop infrastructure (VDI). This creates customer concern that VMware will compel them to adopt NSX Data Center. Additionally, VMware does not provide its own branded hardware switches. Currently, VMware offers two data center platforms (NSX-T and NSX-V), with NSX-T serving as its recommended offering for new customers. Ultimately, migration from NSX-V to NSX-T will be needed. At this time, there has been little migration to the NSX-T platform. Customers involved in this migration have reported that it is challenging.

Overall, VMware continues to gain relevance with enterprise network teams, and the promise for both the data center and SD-WAN offerings is substantial. We expect the vendor to continue to invest in its networking business as evidenced by its recent acquisition of Nyansa that will help drive VMware into the SD-Branch market with more visibility and automation of WLAN networks.

Containers

VMware has entirely revamped its container strategy around its Tanzu portfolio, which is the integration of existing technology with many recently acquired products.

The Tanzu offerings include:

- Application Service — application developer tooling acquired from the 2019 Pivotal acquisition
- Application Catalog — software catalog of open-source offerings acquired from the 2019 Bitnami acquisition
- Kubernetes Grid — Kubernetes runtime, which is the ongoing development of its PKS offering
- Mission Control — operational tooling to manage the deployment and life cycle of the infrastructure
- Observability — application monitoring acquired from the 2017 Wavefront acquisition

In addition to Tanzu, VMware has integrated its Kubernetes offering within the vSphere virtualization platform (vSphere 7.0 in conjunction with VMware Cloud Foundation 4), intended to enable the ability to manage virtual machines side-by-side containers.
VMware's product portfolio, along with professional services (Pivotal Lab services), is intended to provide solutions for both application developers and I&O teams, for both legacy and net new applications. The strategy is meant to be applicable to any environment (on-premises, public cloud and the edge).

Although Gartner has yet to see significant enterprise adoption of its strategy, it is still early. This contrasts with the Spring framework, which was associated with Pivotal and had strong developer adoption. Overall, we have begun to see increased interest and/or curiosity among enterprises. The ongoing VMware challenge will be to execute on the strategy by seamlessly integrating multiple products from different acquisitions. This is needed to offset the many other competitors that are targeting this domain (e.g., hyperscale providers, IBM-Red Hat, startups).

**End-User Computing**

VMware is one of the leading vendors introducing a modern management approach to Windows 10 by using enterprise mobility management techniques. Workspace ONE is VMware's digital workspace platform. It encompasses management of traditional PC and mobile endpoints, as well as wearables and the Internet of Things (IoT). This enables cloud, virtual, mobile and native applications to be accessed via self-service, secure, conditional access — across both bring-your-own and corporate-owned models. “Workspace ONE Intelligent Hub” is the app at the heart of the suite and is designed to streamline new employee onboarding, providing a unified app catalog and simplified access to services. Workspace ONE also contains a set of secure productivity apps, including Boxer, Content and Web. These work in conjunction with Microsoft Office 365 and Google collaboration suites, and they are targeted at customers that want to provide highly secure containerized email and productivity apps across both Android and iOS devices.

VMware's Horizon platform delivers secure remote access and application delivery control for virtual environments. Horizon can be acquired as part of the Workspace ONE suite or purchased separately for delivering traditional on-premises or cloud-hosted VDI and session-based workspaces. VMware's Horizon Cloud Service is a subscription service providing a cloud-hosted centralized management for customers looking to deploy hybrid or multicloud environments. Horizon Cloud Connector enables cross-product integration of on-premises and cloud-hosted desktops and apps with VMware applying UEM techniques to virtual as well as physical endpoints. Customers have lamented Horizon Cloud’s required predeployment consultation compared with its competitors’ “instant deployment” options in the desktop as a service (DaaS) space.

Artificial intelligence and analytics have been applied to evolve VMware's workspace platform to create “Workspace ONE Intelligence.” It provides data-driven recommendations, automation to improve security and IT operations efficiency, and optimize app performance and end-user experience. VMware describes this as an intelligence-driven platform, and it is a key element of VMware's strategic investment in EUC.

**Hybrid Cloud Services**
In VMware’s vision of hybrid infrastructure, customers use on-premises VMware virtual infrastructure and extend VMware virtual infrastructure in cloud and service providers. This uses familiar VMware administrative tools including vCenter across all instantiations of VMware virtual infrastructure. VMware Cloud on AWS is a particular example, wherein both vendors co-engineer and co-sell a VMware-led cloud offering (see “Four Things to Know About VMware Cloud on AWS”).

Although many of VMware’s cloud partners have struggled to compete successfully with the leading public cloud infrastructure as a service (IaaS) providers, the overall program continues to increase in annual revenue. The participants provide “rented virtualization,” hosted private clouds and/or SDDC technologies within their hosting solutions. Providers at the highest tier can offer multitenant solutions based on vCloud Director.

In early 2019, VMware Cloud on Dell EMC was announced, providing the managed VMware Cloud experience on-premises. In the future, VMware Cloud on AWS Outposts will provide a similar capability, but in AWS-owned and managed appliances. VCF is also available in server offerings from other hardware providers including Hitachi, HPE, Fujitsu and Lenovo.

VMware has partnered with Microsoft to create Azure VMware Solution, which is an alternative to VMware Cloud on AWS. As with VMware Cloud on AWS, it is promoted and sold by both parties and integrates VMware technologies with back-end cloud services.

Workloads (especially new ones) are increasingly shifting to hyperscale, integrated IaaS and platform as a service (PaaS) public cloud providers. As this occurs, some IT organizations may reconsider their virtualization strategy since cloud technology makes the hypervisor decision less a part of the critical path. In this scenario, hybrid IT capabilities that also span applications and platforms become increasingly important. VMware must ensure that it adds enough value to prevent customers, particularly those using its AWS-focused solutions, from making the leap to native cloud services.

**Edge and IoT**

Edge computing is an emerging trend that promises to be a very important complement to cloud computing for enterprises becoming digital businesses. Although VMware has struggled to participate in the rapid growth of cloud computing, it has extensive expertise in managing virtual data centers and mobile devices. This positions it to innovate and deliver edge computing solutions at a large scale. However, VMware’s edge computing strategy appears to be transitioning due to announcements and significant personnel changes in this area in 2020.

In March 2020, VMware announced the end of life of the Pulse IoT Center. Quoting part of its announcement: “VMware sees the opportunity in edge moving from specific IoT use cases to broader edge infrastructure support. We are investigating how to support IoT and edge use cases, and believe they will be better served by developing other product portfolio offerings.”
The VMware Edge story is centered on a software-defined edge-to-cloud foundation, and has four vectors:

- **Things**: With the end-of-life announcement of Pulse IOT Center, VMware’s focus on things now largely resides with Workspace ONE and vRealize operations.

- **People**: Workspace ONE, powered by AirWatch, is VMware’s digital workspace platform, focused on endpoint management and application delivery. VMware acquired Aetherpal in 2019 to enhance its Workspace ONE remote endpoint management.

- **Compute edge**: Project Dimension is VMware’s software effort for delivering an infrastructure platform, managed by VMware, as a service together with hyperconverged hardware. The first major product solution in this product family is VMware Cloud on Dell EMC, but more offerings are expected (for example, VMware Cloud on AWS Outpost). Project Dimension is not targeted exclusively at the edge, but will also be used for on-premises data center footprints of VMware as a service.

- **Network edge**: VMware SD-WAN by VeloCloud includes edge appliances that replace routers, orchestration and optional cloud-resident gateways. VMware also acquired Nyansa to add its cloud-based AIOps capability for network traffic and application performance management.

Note 1

Gartner’s Vendor Financial Statement Scorecard methodology measures a combination of growth, profitability and liquidity based on a company’s financial results from public financial statements according to generally accepted accounting principles (GAAP). Gartner uses a standard methodology to derive its vendor financial statement scorecard to provide a like-for-like view among a pool of more than 750 vendors using publicly available financial information.

The four basic criteria are: (1) revenue growth (trailing twelve-month year-over-year revenue growth); (2) profitability (trailing twelve month GAAP net profit margin) with net income as a percentage of revenue; (3) balance sheet liquidity (current ratio) as current assets divided by modified current liabilities (which adjusts for the presence of deferred revenue); and (4) cash flow based on the trailing twelve months of cash flow from operations as a percentage of the trailing twelve months of revenue. For companies with large amounts of net debt, a fifth criterion, net debt divided by trailing twelve-month cash flow from operations, is incorporated. Gartner’s policy is to use financials based on GAAP in calculating the ratios needed for the Vendor Financial Statement Scorecard (see “Understanding the Methodology Behind Gartner’s Financial Statement Scorecard for Public Companies”).
Company Overview

VMware

Headquarters: Palo Alto, California

www.vmware.com

VMware is a subsidiary of Dell Technologies that provides virtualization, cloud, management and end-user computing software.

Overall Rating Definitions

<table>
<thead>
<tr>
<th>Overall Rating</th>
<th>Description</th>
<th>Customers</th>
<th>Potential Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong</td>
<td>Is viewed as a provider of strategic products, services or solutions:</td>
<td>■ Customers: Continue with planned investments.</td>
<td>■ Potential customers: Consider this vendor a strong choice for strategic investments.</td>
</tr>
<tr>
<td>Positive</td>
<td>Demonstrates strength in specific areas, but execution in one or more areas may still be developing or inconsistent with other areas of performance:</td>
<td>■ Customers: Continue planned investments.</td>
<td>■ Potential customers: Consider this vendor a viable choice for strategic or tactical investments, while planning for known limitations.</td>
</tr>
<tr>
<td>Variable</td>
<td>Shows potential in specific areas though still variable in more than one of the required categories:</td>
<td>■ Customers: Consider the short- and long-term impact of possible changes in status.</td>
<td>■ Potential customers: Plan for and be aware of issues and opportunities related to the evolution and maturity of this vendor.</td>
</tr>
<tr>
<td>Caution</td>
<td>Faces challenges in multiple required categories and execution is inconsistent:</td>
<td>■ Customers: Understand challenges in relevant areas, and develop contingency plans based on risk tolerance and possible business impact.</td>
<td>■ Potential customers: Account for the vendor's challenges as part of due diligence.</td>
</tr>
</tbody>
</table>
Weak

Has difficulty responding to problems in multiple areas:

- Customers: Execute risk mitigation plans and contingency options.
- Potential customers: Consider this vendor only for tactical investment with short-term, rapid payback.

Document Revision History

Vendor Rating: VMware - 26 April 2019
Vendor Rating: VMware - 28 March 2018
Vendor Rating: VMware - 19 December 2016
Vendor Rating: VMware - 23 December 2015
Vendor Rating: VMware - 24 December 2014
Vendor Rating: VMware - 11 January 2013
Vendor Rating: VMware - 7 July 2011

Recommended by the Authors

Vendor Rating: Dell Technologies
Solution Comparison for VMware Cloud Offerings
Magic Quadrant for WAN Edge Infrastructure
How to Overcome Four Major Challenges in Edge Computing
Magic Quadrant for Unified Endpoint Management Tools

Recommended For You

Vendor Rating: Citrix
Vendor Rating: Cisco
Vendor Rating: Hewlett Packard Enterprise
Vendor Rating: Huawei
Vendor Rating: AT&T