

4 Concerns Voiced by VMware Customers

Businesses rely on virtualization to drive efficiency for edge and distributed computing. With IT infrastructure costs on the rise, you need to find the best solution for your organization.

To learn how attitudes toward a major player in virtualization are changing, Scale Computing commissioned a new survey of IT professionals in the US and the UK using VMware. See what those users had to say, and how it changed from 2021.



CONCERN #1



VMware is unreliable

VMware organizations suffer from an average 34 hours of downtime in 2023. This is 5 hours more than in 2021. Downtime events last for about 7 hours on average. Aberdeen research has found that an hour of downtime can easily reach 6 figures in costs.

CONCERN #2

VMware customers believe it delivers poor value

2023 results showed that nearly half of surveyed customers say the value of VMware for the money is below expectations. This belief that VMware does not deliver the value promised has increased, as in 2021 it was about 2/3rds of those surveyed.



40% of customers rated VMware as below expectations in at least one area, compared to 33% in 2021.



30% of customers rated value for money as a factor below expectations, compared to 36% in 2021.

CONCERN #3

VMware is complex and painful to manage

In 2021 users spend 12.3 hours a week on average managing and patching VMware solutions. In 2023 this only got worse, with users needing to spend 16.8 hours a week on average managing and patching VMware solutions.



100% of customers needed to call support services at some point



CONCERN #4

VMware corporate changes loom large

On investor conference calls VMware has stated that only 600 of their biggest accounts will be prioritized.

39%

of customers are concerned about the potential acquisition.

Focus on the Benefits of Virtualization

Over half of business applications are virtualized today. Organizations need ways to maximize the potential of their IT infrastructure without worrying about the increasing cost and complexities of modern virtualization solutions.

Scale Computing's hyperconverged approach provides a simple, secure, reliable, and affordable way to gain the benefits of virtualization.

Scale Computing is offering a no-cost migration service to new customers.

MAKE THE SWITCH



SOURCE

Scale Computing commissioned Spiceworks Ziff Davis to conduct a survey of VMware users in May 2023. The study surveyed 350 individuals involved in the management of VMware solutions in the US and UK with a range of industries, company sizes, and job titles. The survey asked the same questions as a study in 2021 with the addition of questions about the acquisition of VMware.