# 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

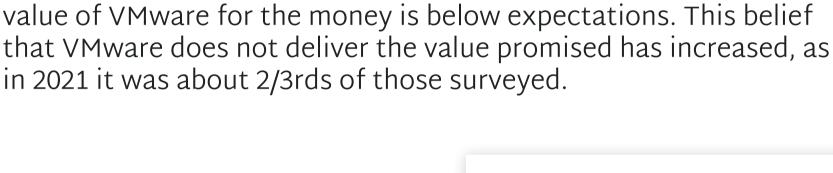
## VMware is unreliable

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













in at least one area, compared to 33% in 2021.







VMware is complex

**CONCERN #3** 

### 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



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

CONCERN #4

## prioritized.

**VMware corporate** 

changes loom large

support services at some point

of customers are concerned about the potential acquisition.



Focus on the Benefits of Virtualization

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

migration service to new customers.

Scale Computing is offering a no-cost

## 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.

**MAKE THE SWITCH** 

