4 Concerns Voiced by VMware Customers

Analyzes key findings of a June 2023 survey of VMware users in the US and UK. The survey found that VMware customers believe it delivers poor value, is complex and painful to manage, and changes loom large.

**CONCERN #1**

*VMware is unreliable*

VMware users suffer from an average of 14 hours of downtime in 2023. This is 5 hours more than in 2021. Downtime events last for about 7 hours on average. Downtime costs can easily reach 6 figures in costs.

**CONCERN #2**

* VMware customers believe it delivers poor value

In 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.

**CONCERN #3**

* VMware corporate changes loom large

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

**CONCERN #4**

* 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.

**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 complexity of modern virtualization solutions.

Scale Computing’s hyperconverged approach provides the 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 TODAY**

**SOURCE**

Scale Computing commissioned Spiceworks Ziff Davis to conduct a survey of VMware users in May 2023. The survey was conducted of 350 individuals involved in the management of VMware solutions in the US and UK.