

# VMware Skyline Advisor Service Description Guide

VMware Skyline Collector



vmware®

You can find the most up-to-date technical documentation on the VMware website at:

<https://docs.vmware.com/>

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# Introduction

This section provides information on VMware Skyline Advisor as a service offering and its related information.

This chapter includes the following topics:

- [Overview](#)
- [Service Specific](#)
- [Additional Information](#)

## Overview

VMware Skyline Advisor™ (the "Service Offering") is a proactive customer environments health monitoring, findings, and recommendations web-based application platform for all VMware Skyline registered users.

The service offering provides the proactive findings about customers data center environments, mounted with VMware products like NSX, vSphere, vSAN, applying machine learning on the data collected by VMware Skyline Collector appliances. The service offering complements the VMware Skyline with various insights coupled with augment global services support for customers.

## Service Specific

Terms for customers using the service offering with public cloud accounts, accessing network flow information may incur additional bandwidth usage. This additional bandwidth usage results in additional expenses to the customer and will be billed to the customer by the cloud provider.

## Additional Information

You can get more information on the key concepts and service offering from the VMware websites.

Technical documentation online help outlining key concepts and service offering are available through the VMware Cloud™ services website, at <https://cloud.vmware.com>. Legal terms use of the service offering is subjected to the terms of service at <https://www.vmware.com/download/eula.html>. The service offering collects data directly from the machines and/or devices involved in the delivery or receipt of the service,

such as configuration, performance, usage and consumption data, for the purposes of improving VMware products and services and your users' experiences. If any of this data is considered personal data under applicable data protection laws, the data will be treated in accordance with the VMware Privacy Notice, available at: <https://www.vmware.com/help/privacy.html>

# Support

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The service offering includes support for problems related to your account and the service offering's availability and features. Support may be provided from both U.S. and non-U.S. locations.

# Business Operations

This section provides information on the order/fee related to Skyline Advisor and terms related to suspension and termination of services.

This chapter includes the following topics:

- [Ordering and Fees](#)
- [Suspension](#)
- [Termination](#)

## Ordering and Fees

VMware Skyline Advisor comes as complementary service for all VMware Skyline customers.

For order or fees, please contact VMware Skyline marketing team. To learn more about Skyline, go to <http://vmware.com/go/skyline>. If you are a current Skyline customer and are not able to access Skyline Advisor, contact VMware technical support at <https://www.vmware.com/support/file-sr.html>.

For details on ordering, pricing, and payment, see the VMware cloud services website at <https://cloud.vmware.com>, or consult your VMware sales specialist.

## Suspension

If VMware suspends your account for delinquent payment or any other reason as provided in the terms of service, you may be restricted to access all VMware cloud service offerings for all of your users until the issues are resolved.

## Termination

Your service offering environments, configurations, and the data collected by the service offering specific to workload and related costs will be deleted from our systems (including our backup systems) within 90 days after you stop using the service offering or your VMware cloud account is terminated. We retain anonymized and hashed data.