

# SERVICE OVERVIEW

## KNOWLEDGE SERVICES

### OUR MISSION

Turbonomic's Hybrid Cloud Management Platform enables heterogeneous environments to self-manage and assure the performance of any application in any cloud. The mission of the Turbonomic Customer Success organization is to **ensure our customers have an incredible user experience and are maximizing the Performance, Cost Reduction and Compliance benefits of the Turbonomic Platform.**

#### KEY BENEFITS

- Accelerate adoption with your knowledgeable staff
- Customize training to meet priority use case requirements
- Build a holistic knowledge base to support platform objectives

### GET SMART, ANYTIME

For new Turbonomic customers, we strongly recommend that your staff attend training prior to the deployment of your platform. This proven approach ensures that your staff is ready to accept the technology and expand current understandings to a supportive operational state.

Existing customers are encouraged to either continue education or revisit past learnings so that they are current on the latest capabilities of the platform that can be applied to your Turbonomic platform.



### LEARN MORE

To learn more about Rapid Success and other service offerings from Turbonomic, please contact your local Turbonomic Representative or visit [Turbonomic.com](https://turbonomic.com). To join the Turbonomic user community, visit [greencircle.vmturbo.com](https://greencircle.vmturbo.com)

### ABOUT TURBONOMIC

Launched in 2010, Turbonomic delivers a hybrid cloud management platform that enables on-premises and public cloud to self-manage in real-time, thereby assuring performance, lowering cost, and continuously ensuring compliance.

The Turbonomic patented decision engine curates workload demand to dynamically control resource supply, maintaining a perpetual desired state of application health. One of the fastest growing technology companies, Turbonomic is trusted by thousands of enterprises to simplify and accelerate their hybrid cloud journey.

### OWN VALUE REALIZATION

How do you ensure your vision for Turbonomic becomes he ingredients are simple. When you add people, lab work and content based on our experience with 1800 companies, the result is an education portfolio that unlocks the potential of your IT staff to assure performance while maximizing efficiency with the Turbonomic platform.

Turbonomic Education Services provides a comprehensive training portfolio that progressively builds your knowledge base from the basic ACE course through the ACE Master Cloud Certification. Additionally, we provide custom content that is rooted in our Adoption Model to ensure your journey with Turbonomic progresses across the Visibility, Planning, Placement and Scaling Adoption stages.

Every lab intensive course is led by a Turbonomic Trainer who is ACE Certified and can be delivered online, at a Turbonomic facility or at your location.

Our standard courses include:

- **Turbonomic ACE** – This course covers administrative technical fundamentals for operating the Turbonomic Platform. Perfect for platform operators and stakeholders alike. Certification is optional, but is a pre-requisite for ACE Pro and ACE Master.
- **ACE Professional** – Expand your knowledge to understand common troubleshooting, debugging and level 1 management of the Turbonomic Platform. Perfect for platform owners and operators of the Turbonomic Platform.
- **ACE Master Cloud** – For operators who are supporting cloud workloads and cloud native applications, the ACE Master Cloud certification is a must. At this level of certification, your staff will be certified to support the entire depth and breadth of Turbonomic.

Whether you are a Turbonomic customer, partner or integrator, the Turbonomic ACE program is designed to build a solid foundation that meets your knowledge requirements. Course schedules and agendas are available at <https://turbonomic.com/training-and-services/education/> for standard education services and at <https://turbonomic.com/training-and-services/certification/> for certification details.