Halcyon Consulting LLC Support Statement- Electronic Data Interchange (EDI)

Halcyon Consulting LLC confirms that we will support customers running Electronic Data Interchange (EDI) on supported Operating Systems in a VMware virtual machine environment.

Halcyon Consulting LLC will provide unqualified support for Electronic Data Interchange (EDI) product running in a VMware virtual environment in an identical manner as with Electronic Data Interchange (EDI) products running on any other major x86 based systems without initially requiring reproduction of issues on native hardware.

Should Halcyon Consulting LLC suspect that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate VMware support provider to resolve the VMware issue.

While Halcyon Consulting LLC products are expected to function properly in a VMware virtual environment, there may be performance implications which can invalidate Electronic Data Interchange (EDI) typical sizing and recommendations.