

VMware Business Critical Support Option

KEY BENEFITS

- Extend your IT team with VMware support experts who know your architecture and are aware of your support history.
- Reach the correct technical experts more quickly —In recognition of your commitment to VMware, your support requests bypass Level One Support and are assigned directly to a senior level engineer.
- Include up to six Technical Contacts per BCS contract—Each BCS contract entitles you to six customer contacts within one VMware support region.
- Spend less time conveying background and configuration information by leveraging your local BCS team—Your primary support team works with you and maintains your customer profile.
- Identify support trends—Members of your extended team monitor your Support Requests to identify trends, issues and possible corrective action.
- Help avoid issues—Your designated VMware support team will leverage their vast customer support experience to help anticipate issues you might encounter in your environment.

Overview

The VMware® Business Critical Support Option (BCS) is offered as a supplement to VMware Production Support. This service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.

The Business Critical Support Option provides you with the personalized, proactive customer support you require to keep your environment running optimally.

Additional Information

Purchase information can be found by dialing one of VMware's [toll free numbers](#) and choosing the Sales Option or contacting one of our [resellers](#). Additional information about our support policies and offerings can be found in our [Technical Support Guide](#).

Business Critical Support covers all products, excluding VMware Fusion™, VMware Workstation, VMware Player, the VMware vFabric™ family, SpringSource, GemStone, Zimbra®, VMware vCloud® Request Manager, VMware vCenter™ Application Discovery Manager, VMware vCenter Configuration Manager, VMware Service Manager, and VMware vCenter Operations. This list may be updated by VMware periodically.

FEATURE	DESCRIPTION
Length of Service	One year
Number of Support Requests	Unlimited
Maximum Customer Contacts	Six Technical Contacts. Additional contacts are available for purchase
Designated Support Team	With the VMware Business Critical Support Option, a designated team of support engineers is assigned to support your Business Critical issues.
Direct Routing to Senior Level Engineers	All Support Requests will bypass Level 1 and will be routed to a support queue that is staffed by your designated VMware support team during local business hours. Off-hours Severity 1 issues will be routed to a pool of senior level engineers.
Customer Site Profile	A primary contact on your designated VMware support team will work with you to draft an overview of your environment. This reference document will be available to all VMware team members supporting your account.
Customer Support Plan	A primary contact on your designated VMware support team will work with you to document a detailed Support Plan outlining points of contact and key processes.
Root Cause Analysis	Should there be an outage that affects system availability, VMware Global Support Services will, upon your request, work to provide formal root cause analysis for your Severity 1 Support Requests. VMware will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.
Prerequisites	Requires VMware Production Support in place for all VMware products to be covered and supported under VMware Business Critical Support. One customer contact must be VCP certified. Requires premium support for third party products. A TAM is highly recommended.
Support for Off-Hours Maintenance Activities	Local Support teams will help arrange coverage for after-hour projects, migrations or upgrades.
Support Review Meeting	Your primary contact will conduct regularly scheduled support review meetings. The context of the meeting will include your support activity and address questions and concerns that may arise in your environment.

