

VMware SDK Support Program

KEY BENEFITS

- Access to experienced vSphere SDK/API engineers helps speed application time to market.
- Expert assistance includes sanity checks, best practice recommendations, and work-around suggestions to streamline application development and testing.
- Interaction with knowledgeable VMware engineers in confidence enables you to avoid exposing your proprietary code in public forums.
- Support available in two service levels (Standard and Premium) to meet your needs.

Overview

The VMware SDK Support Program provides guidance to get your third-party vSphere solutions to market more quickly by providing you with access to VMware vSphere Application Programming Interface (API) expert engineers. These professionals have years of experience working with third-party solutions, and possess in-depth knowledge around the intricacies of the powerful vSphere APIs. With VMware SDK Support, you'll receive sanity checks, best practice recommendations, and work-around suggestions when building and testing your in-house and third-party applications. The engineering team will also validate and accept bug reports and requests for enhancements. This support program is ideal for Independent Software/Hardware Vendors (ISVs/IHVs), commercial and enterprise organizations building solutions for managing the vSphere platform.

Typical guidance provided includes:

- Support SDK for products as specified
- Code level support
- "How to" help, best practices
- Clarification of documentation issues
- Validation of software defects
- Programming advice, input via small code snippet, sanity checks, work-arounds

SDK Support is available in two service levels to address your needs. **Standard** support provides a response within two business days, and **Premium** support provides a response within one business day.

FEATURE	SDK SUPPORT PROGRAM
Hours of Operation	12x5
Length of Service	1, 2 or 3 year
Product Updates	No
Product Upgrades	No
Products Supported	<p>Products for Administrators: VMware vSphere PowerCLI VMware vSphere Command Line Interface VMware vSphere Management Assistant</p> <p>Products for Software Developers: VMware vSphere Web Services SDK VMware vSphere SDK for Perl VMware vSphere Guest SDK VMware VIX API VMware vCloud API VMware Virtual Disk Development VMware CIM SDK (SMASH - SMI-S) VMware vSphere Client Plug-ins VMware vCenter Orchestrator API (creation of custom plugins and workflows) VMware vCloud SDK for Java VMware ThinApp SDK</p>
Method of Access	Standard Support: Web Premium Support: Web/Call back by appointment
Response Method	Standard Support: Email Premium Support: Email/Call back by appointment
Remote Support	Premium only
Access to VMware Web Site	Yes

Additional Information

Support subscriptions are sold per developer (seat), and expire twelve months after purchase. Multi-year contracts are available, as well. Purchase information can be found by visiting our [online store](#), dialing one of VMware's [toll free numbers](#) and choosing the Sales Option, or contacting one of our [resellers](#). Additional information about VMware's support policies and offerings can be found in the [Technical Support Guide](#).

FEATURE	SDK SUPPORT PROGRAM
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Technical Contacts per Contract	1 person per contract
Number of Support Requests	Unlimited for a 12-month period
Target Response Times	
Standard	2 business days; email
Premium	1 business day; email/call back by appointment
Business Hours	Monday - Friday
North America & Latin America	6am - 6pm (local time)
Alaska, Hawaii	6am - 6pm (PST/PDT)
South America (NASA)	6am - 6pm (EST/EDT)
Europe, Middle East, Africa (EMEA)	7am - 7pm (GMT/GMT +1)
Asia Pacific, Japan (APJ)	8:30am - 8:30pm (Singapore Time)
Australia/New Zealand	7am - 7pm (Sydney AET)

