



# MDI Resolves Customer Issues in Half the Time With VMware Premier Support

Micro-D International, Inc. (MDI), an information and communications technology solutions provider in the Philippines, has been managing private clouds for enterprise customers, one of which is running Tier 1 apps on its managed private cloud. Any downtime will prevent the customer from providing services to millions of end users, resulting in financial penalties for MDI.

To reduce the number of missed service-level agreements (SLAs), MDI subscribed to VMware Premier Support™. This provides MDI with priority access to senior-level VMware technical engineers, who help the team to troubleshoot and resolve issues faster.

## Business needs

- MDI has to meet its SLAs to minimize any financial penalty.
- It wanted to provide better support to a customer running Tier 1 apps on the cloud.
- Its IT team needed help in providing root cause analysis on incidents.



## Impact

- Resolves customer issues in four days instead of seven
- Reduces the number of missed SLAs to customer by 75%
- Enhances the knowledge of VMware technology within the operations team



## INDUSTRY

Technology

## HEADQUARTERS

Manila, Philippines

“VMware Premier Support gives assurance to our enterprise cloud customers because it is a collaborative effort between VMware and MDI to give them the best support. We certainly do see value in it.”

MARCO FERNANDEZ  
DIRECTOR,  
PRODUCT MANAGEMENT, MDI

## STRATEGIC IT PRIORITIES



Multi-Cloud

## VMWARE FOOTPRINT

- VMware vCloud Suite® Enterprise
- VMware vRealize® Suite Enterprise
- VMware NSX® Data Center
- VMware vSAN™
- VMware Premier Support™



MDI is now resolving customer issues in half the time with #VMware Premier Support.

