VMware Success 360 Dedicated Technical Support Engineer

End of Sale November 22, 2023

At a glance

VMware Success 360 Dedicated Technical Support Engineer provides:

• Unprecedented access to VMware's best support personnel to help drive issue resolution in the most expedient and thorough manner

• Dedicated support services led by a senior-level proactive support staff member entrusted to keep your virtual infrastructure up and running 24x7

Service overview

VMware Success 360™ Dedicated Technical Support Engineer is offered as a supplement to VMware Success 360 and is intended to complement the value you receive. The Dedicated Technical Support Engineer is designed for customers who require dedicated support led by a senior-level engineer who will work with you to:

• Provide remote VMware Support troubleshooting expertise

• Document and communicate environment knowledge to VMware technical staff to expedite troubleshooting efforts

• Perform root cause analysis for your critical support requests

• Represent VMware and provide technical expertise for multi-vendor troubleshooting

• Promote regular and consistent communications between your organization and VMware groups, including support, engineering, and management for support requests

VMware Success 360 Dedicated Technical Support Engineer	
Product/Technology Specific Engineer	VMware Support subject matter expertise in a product of your choice
Single Technical Point of Contact	Dedicated, personalized service from a support engineer who is familiar with your environment and processes
Expert Troubleshooter	Readily available to find and fix problems
Technical Escalation Lead	Drives customer support priorities and escalations within VMware Support and relevant product teams
Technical Root Cause Analysis	Investigates and delivers technical root cause analysis for high impact cases upon request
Best Practice Advisory	Assists with validation of new installations just after deployment, and documentation of best practice variation and identified risks in the environment

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VMware Success 360 Dedicated Technical Support Engineer	
Software Updates and Migration Assistance	Assists with troubleshooting during software updates and migrations
Purchase Option	1 year contract, up to 1500 hours per year

Eligibility and restrictions

Requires active VMware Success 360 Standard, VMware Success 360 Advanced or VMware Success 360 Enterprise contract.

There is a limit of one (1) business unit and Entitlement Account per customer, per geography. The Dedicated Technical Support Engineer availability is aligned to their local business hours.

Prior to contract start, a lead time of 60 days may be required to begin fulfillment of the service. Assignment of resources are subject to change within the contract duration.