

VMware Success 360 Dedicated Technical Support Engineer

Access VMware Support subject matter expertise

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
- A limit of one business unit and Entitlement Account per customer, per geography

LEARN MORE

Visit vmware.com/success360

FOR MORE INFORMATION

Contact a Professional Services expert at vmware.com/company/contact.html

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMware makes no warranties, express or implied in this datasheet. On-Premises Support and Cloud Support Services included in this datasheet are subject to [VMware Technical Support and Subscription Terms and Conditions](#).

The VMware Success 360 Dedicated Technical Support Engineer add-on option is available for both on-premises and SaaS environments.

Service overview

VMware Success 360 Dedicated Technical Support Engineer (DTSE) is offered as a supplement to VMware Success 360 and is intended to complement the value you receive. The DTSE 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
Single 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 Services and Engineering groups
Technical Root Cause Analysis	Investigates and delivers technical root cause analysis for high impact cases
Direct Engineering Access	Leverages direct access to VMware Engineering teams to expedite resolution
Issue Review and Reporting	Assists Support Services Manager with open support issue reviews with customer technical and management teams to facilitate priority discussions on open issues

VMware Success 360 Dedicated Technical Support Engineer Continued	
Best Practice Advisory	Assist with validation of new installations just after deployment, and documentation of best practice variation and identified risks in the environment
Software Updates / Migration Assistance	Assists with troubleshooting during software updates and migrations

*Note: VMware Success 360 requires active Production Support Services.

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