

# VMware Premier Support Resident Engineer

On-site or remote VMware support subject matter expert

## KEY BENEFITS

- Unprecedented access to VMware's best support personnel to drive issue resolution in the most expedient and thorough manner
- Dedicated on-site or remote support services led by a senior-level proactive support staff member entrusted to keep your virtual infrastructure up and running 24x7

## Additional information

The VMware Premier Services Support Resident Engineer is limited to one business unit and Entitlement Account per customer, per geography. Additional MCS Resident Engineer and geography coverage options are available for purchase.

For purchase information, call one of the [VMware toll-free numbers](#) and choose the sales option. See the [VMware Technical Support Welcome Guide](#) for additional information about VMware support policies and offerings.

## Terms and conditions

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware Premier Services Support Resident Engineer engagements are governed by the [VMware Technical Support and Subscription Services terms and conditions](#).

## At A Glance

VMware Premier Support Resident Engineer is offered as a supplement to VMware Premier Support, and is intended to complement the value you receive from your VMware Support offering.

The VMware Premier Services Support Resident Engineer is designed for customers who require dedicated onsite support led by a senior-level, Premier Services Support Resident Engineer who will work with you to:

- Provide on-site or remote VMware Support troubleshooting expertise
- Document and communicate environment knowledge to VMware technical staff to expedite troubleshooting efforts
- Coordinate root cause analysis efforts for your critical support requests
- Assist in coordinating VMware resources for multi-vendor troubleshooting efforts
- Promote regular and consistent communications between your organization and VMware internal groups, including support, engineering and management

PREMIER SERVICES SUPPORT RESIDENT ENGINEER	
Product/Technology Specific Engineer	On-site or remote VMware Support Subject Matter Expertise
Single Point of Contact	Dedicated, personalized service from a support engineer who is familiar with your environment & processes
Expert Troubleshooter	Expert troubleshooting resource readily available on-site or remotely to find and fix problems
Technical Escalation Lead	Drives customer support priorities & escalations within VMware Premier Support Services and Engineering groups
Technical Root Cause Analysis	Investigate and deliver technical root cause analysis for high impact cases
Direct to Engineering Access	Leverage direct Access to VMware Engineering teams to expedite resolution
Issue Review & Reporting	Assist Support Account Manager with open support issue reviews with customer technical & management team to facilitate priority discussions on open issues
Best Practice Advisory	Assist with validation of new installations just after deployment & documentation of best practice variation & identified risks in the environment
Software Updates/Migration Assistance	Assist with troubleshooting during software updates & migrations