

VMWARE HEALTHCARE CRITICAL SUPPORT

Priority Access to Senior-Level Engineers with
Healthcare Industry Knowledge

AT A GLANCE

VMware Healthcare Critical Support is offered as a supplement to the VMware Production Support and Subscription Service. Healthcare Critical Support is designed for customers who need access to senior-level support staff to keep their virtual infrastructures up and running 24x7. You will receive a designated support contact with healthcare industry knowledge who will work with you to

- Provide support request escalation and management
- Facilitate recurring team meetings, status updates and progress reports
- Design a customized support plan to help ensure quick escalation and resource allocation
- Document and communicate environment knowledge to VMware technical staff to expedite troubleshooting efforts
- Coordinate multivendor troubleshooting efforts

KEY BENEFITS

- Priority access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- Aggressive target response times help minimize downtime
- Global, 24x7 support for Severity 1 issues provides around-the-clock help
- Additional business-hours weekend coverage is available for Severity 2 issues
- Up to 10 contacts can submit unlimited support requests
- Onsite engagement services are included
- Root cause analysis for Severity 1 issues
- Proactive account management helps streamline escalations and coordinate third-party relationships

FEATURE	HEALTHCARE CRITICAL SUPPORT
Hours of Operation	24x7x365
Length of Service	One-year and multiyear engagements are available
Product Updates	Included with required Production Support and Subscription Service
Product Upgrades	Included with required Production Support and Subscription Service
Products Supported	Support by Product Matrix
Method of Access	Telephone, Web or Mobile App
Response Method	Telephone or email
Remote Support	Yes
Onsite Services	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	10 named contacts per support region
Number of Support Requests	Unlimited
Root Cause Analysis	Yes
Healthcare Industry Knowledge	Yes
Target Response Times <ul style="list-style-type: none"> • Critical (Severity 1) • Major (Severity 2) • Minor (Severity 3) • Cosmetic (Severity 4) 	<ul style="list-style-type: none"> • 30 minutes or less; 24x7 • 2 business hours; 12x7 • 4 business hours; 12x5 (M-F) • 8 business hours; 12x5 (M-F)

Additional Information

Purchase information can be found by dialing one of the [VMware toll-free numbers](#) and choosing the Sales option. Additional information about VMware support policies and offerings can be found in the [Technical Support Welcome Guide](#).

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