

# VMWARE MISSION CRITICAL SUPPORT

Priority Access to Senior-Level Engineers and Proactive Account Management

## AT A GLANCE

VMware Mission Critical Support is offered as a supplement to the VMware Production Support and Subscription Service. It is intended to complement the value you receive from your VMware Technical Account Manager. Mission Critical Support is designed for customers who need access to senior-level, proactive support staff to keep their virtual infrastructures up and running 24x7. You will receive an assigned account manager who will work with you to

- Provide support request escalation and management
- Facilitate recurring team meetings, status updates and progress reports
- Provide trend analysis and feedback based on your support activity
- 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
- Promote regular and consistent communications between your organization and VMware internal groups, including support, engineering and management

## KEY BENEFITS

- Priority Access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- Aggressive target response times help minimize downtime
- Additional business-hours weekend coverage is available for Severity 2 issues
- Proactive and reactive onsite services are also included

FEATURE	MISSION CRITICAL SUPPORT
Hours of Operation	24x7x365
Length of Service	One-year and multi-year 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	<a href="#">Support by Product Matrix</a>
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	Unlimited named technical contacts per support region
Number of Support Requests	Unlimited
Root Cause Analysis	Yes
Support Business Reviews	Yes
Proactive Engagements	Yes
Target Response Times	
Critical (Severity 1)	30 minutes or less; 24x7
Major (Severity 2)	2 business hours; 12x7
Minor (Severity 3)	4 business hours; 12x5 (M - F)
Cosmetic (Severity 4)	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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