

# VMware SASE™ Carrier Grade Support

Priority access to senior engineers and service restoration SLAs for Telco and MSP partners

## KEY BENEFITS

- Enhanced response times for your SASE environments
- Restoration Service Level Agreements (SLAs) for your SASE environments
- Priority Access to the Senior Technical Support Engineers (TSEs) with specific SASE knowledge
- Designated Support Services Manager (SSM) that acts as the single support point of contact for your SASE environments
- Regular Supportability Assessments on deployed SASE environments
- Collaborative engagement model where VMware works with your other vendors to ensure solutions are found for multi-vendor issues
- VMware SASE™ Carrier Grade Support is provided at the partner entitlement account level. All supported products listed are uplifted.

## Business Challenge

WAN Transformation is a complex and continuous innovation journey that impacts all aspects of the service provider business. It entails modernizing and virtualizing network functions, adopting agile cloud-native automation and agile operating model, and developing new and exciting digital services to monetize and address new user demands. However, achieving the expected outcomes from technology investments requires identifying the best routes, avoiding roadblocks, constantly monitoring, and measuring progress, and adjusting based on those metrics. Success requires that both you and VMware have a laser focus on your desired goal and knowledge of what the best steps are to attain them. To do that we must work together.

## Service Overview

When you make a commitment to using VMware technology, you are getting a business partner who understands your challenges, your industry, and how to maximize the value from your solutions. VMware SASE™ Carrier Grade Support is the highest level of support for SASE from VMware and uses a solution-focused approach to support VMware SASE products. VMware SASE™ Carrier Grade Support is delivered by teams of experienced and solution-focused support personal with knowledge across virtual network technologies.

Overview	Self Help Access: KB articles, Product Documentation & Communities	Yes
	Online Access to Product Updates and Upgrades	Yes
	Length of Contract Engagement	One Year or Multi-Year
	Products Supported (using reference architecture)	VMware SD-WAN, VMware Secure Access, VMware Cloud Web Security, VMware Edge Network Intelligence
Technical Support	Root Cause Analysis	Yes, for Severity 1 & 2 upon request.
	Priority Access to Senior-Level Support Engineers	Yes
	Restoration SLAs	Yes
	Support Services Manager	Yes
	Support Plan	Yes
	Support Activity Review Meetings	Yes
	Support Request Reporting & Trend Analysis	Yes

**PROGRAM ELIGIBILITY REQUIREMENT**

- Must be a VMware Partner
- Must have an L1/L2 support team that have completed VMware troubleshooting and deploy & manage training
- Compliance with the appropriate SASE Reference Architecture – a Supportability Assessment will be performed by the VMware SASE™ Carrier Grade Support team. Compliance with the appropriate Reference Architecture is a requirement for penalty-backed Service Restoration SLAs.
- Compliance with the appropriate Minimum Data Set is a requirement for penalty-backed Service Restoration SLAs.
- You must have industry-standard deployment process (ITIL or equivalent) in place that includes a structured project management approach. This process covers items such as high-level design, low-level design, testing in a pre-production environment, test plans, and stability periods for new SASE environments.
- You must have an industry-standard change management process in place for existing SASE environments.

Feature	VMware SASE™ Carrier Grade Support
Guaranteed Response Times	Critical (Severity 1) – 15 minutes; 24x7 Major (Severity 2) – 1 hour; 24x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4)– 8 business hours; 10x5 (M–F)
Restoration Times	Critical (Severity 1) – 4 hours Major (Severity 2) – 24 hours Minor (Severity 3) – 1 week Cosmetic (Severity 4)– Not applicable
Business Hours	<i>Monday – Friday – All issues</i> Saturday – Sunday – Severity 1 and 2 issues

**Partner Responsibilities**

With VMware SASE™ Carrier Grade Support, the end user obtains technical support directly from the partner for their VMware SASE™ products. The partner provides Level 1 and Level 2 technical support with their qualified technical support engineers. End users are not entitled to support directly from VMware. The partner is entitled to receive support from VMware.

If Level 3 support is needed, the partner’s qualified technical support engineers can contact VMware for issue resolution providing the Minimum Data Set (MDS). More information regarding the MDS may be found here: <https://kb.vmware.com/kb/53907>. VMware will assist the partner with complex issue resolution addressing software issues, hardware issues, or service disruption. The partner manages and maintains the support relationship with the end user throughout the support request.

<b>Partner Responsibilities</b>	Provide suitably trained and qualified support engineers who can resolve Level 1 and Level 2 support requests
	Provide Level 1 and Level 2 support to end users.
	Troubleshoot and isolate the issue as an underlying infrastructure or VMware product issue.
	Provide a minimum data set to VMware to assist with problem scoping and expedite issue resolution.

**LEARN MORE**

Visit [sase.vmware.com/support](https://www.vmware.com/support)

**FOR MORE INFORMATION**

Contact a Professional Services expert at [vmware.com/company/contact.html](https://www.vmware.com/company/contact.html)

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SUPPORT LEVELS	VMWARE SASE™ CARRIER GRADE SUPPORT
Level 1 & 2	Partner
Level 3+	VMware

The definitions of support are listed in the table below.

SUPPORT LEVEL	DEFINITION
Level 1	<ul style="list-style-type: none"> <li>Respond to support requests from the end customer.</li> <li>Assist with basic questions including product overview, pointers to documentation, basic system configuration and provisioning assistance and password reset.</li> </ul>
Level 2	<ul style="list-style-type: none"> <li>Provide troubleshooting and problem isolation, live debugging, capture/interpret traces, analyze different logs and identify root cause.</li> <li>Isolate if the issue exists with underlying infrastructure or VMware products</li> </ul>
Level 3+	<ul style="list-style-type: none"> <li>Support complex issues requiring technical assistance, debugging, and troubleshooting for VMware SASE product and/or VMware SASE hosted services.</li> <li>Handle escalations including workarounds and hot fixes.</li> </ul>

