# VMware Global Support Services

Accelerate Your Journey to the Cloud

**GSS Overview**

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## Tap Into Unique Expertise in Virtualization and Cloud Infrastructure

Successful implementations of virtualization and cloud infrastructures share important attributes: fast and easy access to a pool of knowledgeable support professionals and extensive self-help resources. VMware® Global Support Services hires the best and brightest engineers in these areas to help ensure the success of customers and partners with VMware virtualization and cloud infrastructure solutions.

As part of the VMware Services family, Global Support Services works in conjunction with VMware Consulting Services, VMware Education Services and VMware Certification Services to accelerate return on investments while mitigating risk and complexity. VMware employs the largest technical force dedicated to virtualization and specializes in the support of highly complex, varied, heterogeneous and mission-critical virtual and cloud computing environments.

*"We are extremely satisfied with the support we receive from your Technical Support Engineers. They can always be reached, are very engaged and follow through on commitments. The solutions they provide are essential for us, so we can maintain our very large and challenging environment. Very often the solutions are provided very quickly."*

— Ralf Albers VMware Technical Lead Architect Finanz Informatik

## Global Support Services

The combination of VMware customer-proven virtualization and cloud infrastructure solutions, and world-class Global Support Services enables customers and partners to follow an evolutionary path to cloud computing. Customers can leverage VMware expertise and technology to move to a cloud-enabled organization at the pace that is right for them. To meet the needs of organizations—large and small, global and regional—VMware offers:

### Production Support
VMware Production Support is ideal for enterprises that require access to continuously available support on a global basis. Support experts and online resources enable organizations to maintain continuous operation of their IT environments.

### Mission Critical Support
VMware Mission Critical Support is offered as a supplement to VMware Production Support. It is designed for customers who need direct access to senior-level specialist support engineers and access to onsite support. Mission Critical Support customers receive priority status and an assigned Support Account Manager who provides escalation management, reporting, and trending services.

### Business Critical Support
VMware Business Critical Support is offered as a supplement to VMware Production Support, and is designed for customers who require personalized reactive and proactive support services with a designated support team. This offering provides customers with a primary technical contact as an extension to the customer's IT team. This individual provides services based on each customer's unique environment and requirements.

### Basic Support
VMware Basic Support is for non-critical applications that require support only during normal business hours. Basic Support provides access to industry-leading experts to ensure success in deploying and maintaining virtualized and cloud infrastructures.

### Developer Support for VMware vFabric
Ideal for the application development phase, VMware Developer Support provides how-to guidance on the use of vFabric software. Developer Support also includes assistance with application configuration and performance tuning to enable the most efficient use of resources during development.

### SDK Support Program for VMware vSphere
The VMware SDK Support Program is recommended for independent software/hardware vendors and enterprise-class organizations that build solutions to manage the VMware vSphere™ platform. This program helps third parties get vSphere solutions to market rapidly by providing access to vSphere application programming interface (API) expert engineers.

## Customer Advocacy

As the company grows, VMware remains committed to innovation. One of example of this commitment is our continued evolution of the customer experience. We realize the importance of adopting a model and approach to keep the customer front and center. We define Customer Advocacy as understanding all aspects of end-user engagement to drive improvements across the company to create customers for life. A new component of the Global Support Services charter, the Office of Customer Advocacy, translates customer feedback into actionable and measurable initiatives across the company. Please email customeradvocacy@vmware.com with any issues or ideas on how VMware can improve the customer experience.

## Product Licensing Assistance

Global Support Services has an experienced team of agents available to assist with inquiries related to product licensing and entitlement for customers with and without an active support subscription. The Licensing Support Team will update profiles, change account information, and adjust license relationships as requested to aid the use and management of VMware products. To learn more, visit vmware.com/support/licensing.

## Global Support Services At A Glance

| VMWARE GLOBAL SUPPORT SERVICES | MISSION CRITICAL SUPPORT | BUSINESS CRITICAL SUPPORT | PRODUCTION SUPPORT | BASIC SUPPORT | VFABRIC DEVELOPER SUPPORT | SDK SUPPORT FOR VSPHERE |
|---|---|---|---|---|---|---|
| Recommended Audience | Environments that have little tolerance for downtime and desire premium support service | IT teams that require more personalized, proactive and reactive support services with a designated support team | Enterprise-class environments requiring continuous operation | Non-critical applications that require support only during normal business hours | vFabric application developers | Third-parties building solutions for the vSphere platform |
| Hours of Operation | 24x7 | 24x7 | 24x7 | 12x5 | 12x5 | 12x5 (6 a.m. – 6 p.m. local time) |
| Target Response Time | 30 minutes or less: 24x7 for Severity 1 issues | 30 minutes or less: 24x7 for Severity 1 issues | 30 minutes or less: 24x7 for Severity 1 issues | 4 business hours for Severity 1 issues | 1 business day | Standard: 2 business days Premium: 1 business day |
| Receive Product Updates/ Upgrades | Yes | Yes | Yes | Yes | n/a | n/a |
| Remote Support | Yes | Yes | Yes | Yes | Yes | Yes |
| Access to Discussion Forums and Knowledge Base | Yes | Yes | Yes | Yes | n/a | Yes |
| Number of Support Requests | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |

To learn more, visit vmware.com/support/services.

## Extensive Online Self-Help Resources

VMware has made significant investments in online, self-help resources to speed time to operational status and enable rapid return investment for existing systems. This wide array of support tools helps ensure that customers and partners have a fast, reliable and comprehensive support experience.

For product questions or managing account details, self-directed support can be the quickest path to resolution. VMware provides a variety of easy-to-use, online self-service tools:

- **Knowledge Base** (kb.vmware.com) – Designed to be the first, go-to resource for issue resolution, the VMware Knowledge Base (KB) contains thousands of articles on best practices and the use of VMware products.

- **Product Support Centers** (vmware.com/support/product-support) – VMware product-focused Support Centers provide resources to solve technical, licensing and/or customer service issues.

- **Documentation, release notes and technical papers repository** (vmware.com/support/pubs) – VMware provides a full range of technical documentation on current and older products. This documentation includes technical manuals, release notes, tools and libraries. Users can also access to technical papers written by VMware partners.

- **Download portal** (downloads.vmware.com) – VMware customers can keep their environments up-to-date through the Download Portal, which provides access to drivers, tools,

patches, release notes and security updates. The portal also enables access to older product releases and documentation.

- **Online Support Request** (vmware.com/support/contacts/file-sr.html) – VMware enables organizations to quickly complete a support request online. Online support requests are offered to customers with a support contract.

- **Account Management portal** (vmware.com/support/licensing) – Authorized visitors to the VMware Account Management portal can obtain a new license, modify an existing license, register or activate a license and manage the use of license keys.

## Collaborative Social Support Interaction

VMware leverages the power of social networks, and other collaboration tools, to provide rich customer support. These tools proactively engage customers and partners, and allow organizations to easily connect with experts who have deep knowledge of virtualization and cloud infrastructure solutions. They also provide a way for VMware to evolve its technical content based on input from customers and partners.

- **Twitter** – VMware uses a variety of product-centric Twitter accounts to provide interactive support to customers and partners. VMware experts tweet regularly to answer questions and proactively provide updates related to announcements, issues and alerts.

  – @VMwarecares (twitter.com/vmwarecares) listens to your feedback and directs you to support resources to help answer your questions.

  – @VMwareKB (twitter.com/vmwarekb) brings you live KB articles as they're published, and can help you find specific KB articles quickly.

- **YouTube** – VMware KBTV leverages YouTube to deliver tutorials and how-tos from virtualization and cloud infrastructure experts on a number of topics.

  – KBTV (youtube.com/vmwarekb)

- **Blogs**

  – Support Insider (blogs.vmware.com/kb) brings you the latest news from Global Support Services on important, need-to-know information.

  – KB Digest (blogs.vmware.com/kbdigest) is a weekly summary of the previous week's published articles.

- **VMware Toolbar** (vmwaretoolbar.com) – The VMware Toolbar can be installed on Internet Explorer, Firefox, Chrome, or Safari browsers to provide instant access to patches, documentation and more.

- **Online communities** (communities.vmware.com) – VMware sponsored community forums enable customers and partners to network with peers and share best practices, issues and resolutions. VMware communities are the place to meet online with virtualization and cloud computing experts who use the technology every day.

## Customer Support Days

Customer Support Days (vmware.com/support/customer_days.html) is a collaboration that brings together VMware Support, Sales and customers. These events provide a forum to share VMware product best practices, tips and tricks, and have discussions with senior VMware technical staff, partners, and fellow customers.

## Realize the Promise of Virtualization and Cloud Computing

With an experienced staff, extensive self-help resources and proactive use of interactive social media to reach customers with vital information, VMware Global Support Services delivers exceptional customer support that goes beyond the basics to help ensure IT success. A singular focus on complete customer satisfaction is key to the Global Support Services formula for success — customers for life.

To learn more about VMware Global Support Services, please call toll-free 1-877-486-9273 in the U.S., or for global contact options, please see vmware.com/support/us_support.html to find the phone number for your region.

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*"I cannot praise the support we received enough! The Technical Support Engineer again resolved our issue swiftly. The support I have received over the past month from VMware has been second to none."*

— Senior Systems Engineer, Major Banking and Financial Services Organization

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