

# VMWARE UPGRADE & MAINTENANCE SUPPORT

## Remote Upgrade & Maintenance Support with Direct Access to Dedicated Senior-Level Engineers

### AT A GLANCE

VMware Upgrade & Maintenance Support is offered as a supplement to the VMware Production Support and Subscription Service. This service provides dedicated proactive and reactive support services for VMware customers with virtual infrastructure implementations. The Upgrade & Maintenance Support option provides you with the customer support you require to efficiently perform your upgrades and planned maintenance activities. You will receive dedicated support engineers, who will work with you to:

- Perform a proactive review of your upgrade & maintenance plans
- Provide availability and troubleshooting expertise throughout the duration of your upgrade and/or maintenance window
- Coordinate additional VMware resources and root cause analysis efforts for critical issues
- Assist in multi-vendor troubleshooting efforts, as required

### KEY BENEFITS

- Direct access to senior-level technical support engineers provides expert assistance and facilitates a successful upgrade
- A dedicated team who has knowledge of your account, environment, and upgrade / maintenance plans
- Reduce downtime with proactive recommendations

FEATURE	UPGRADE & MAINTENANCE SUPPORT
Length of Service	Per Incident
Products Supported	ESXi 5.5, 6.x, vCenter Server 5.5, 6.x
Method of Access	Telephone, Web
Response Method	Telephone, Web, Email
Dedicated Support Resources	Yes
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Root Cause Analysis	Severity 1 incidents, upon request
Target Response Times	
Acceptance of Request	3 business days (12x5 M-F)
Resource Assignment	7 business days (12x5 M-F)
Proactive Plan Review	10 business days (12x5 M-F)

### Additional Information

This remote service provides up to a total of 24 hours of support over the course of 3 consecutive days and is inclusive of one upgrade / maintenance plan review, dedicated, reactive support, and one post-upgrade analysis. Purchase is required at least 2 weeks in advance of the scheduled upgrade / maintenance window.

Additional 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](#).

**Terms and Conditions:** This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. Upgrade & Maintenance Support Services engagements are governed by the [VMware SnS Terms and Conditions](#).

