

VMWARE U.S. FEDERAL BUSINESS CRITICAL SUPPORT

Personalized Support and Direct Access to U.S. Citizen /
U.S. Soil, Senior-Level Engineers

AT A GLANCE

VMware U.S. Federal Business Critical Support is offered as a supplement to the VMware Production Support and Subscription Service. This service provides personalized reactive and proactive support services for U.S. Federal VMware customers with business critical virtual infrastructure implementations. The U.S. Federal Business Critical Support option provides you with the customer support you require to keep your environment running optimally. You will receive a U.S.-based designated support team, familiar with your environment, who will work with you to:

- Provide support request and critical situation management
- Facilitate recurring team meetings, to review support requests, status updates, and upcoming projects
- Coordinate root cause analysis efforts for your critical support requests
- Assist in coordinating VMware resources for multi-vendor troubleshooting efforts

KEY BENEFITS

- Direct Access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- A designated support team who has knowledge of your account, environment, and is aware of your support history
- Help avoid future issues with preventative recommendations
- Exclusive 1-800 number to route you directly to the dedicated U.S. Federal technical support team

FEATURE	BUSINESS CRITICAL SUPPORT
Hours of Operation	24x7x365
Length of Service	One-year and multi-year engagements are available
Product Updates & Upgrades	Included with required Production Support and Subscription Service
Products Supported	Support by Product Matrix
Method of Access	Telephone, Web
Response Method	Telephone, Web, Email
Designated Support Team	Yes
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	6 individual contacts in the Americas support geography, additional contacts are available for purchase
Number of Support Requests	Unlimited
Root Cause Analysis	Severity 1 incidents, upon request
Support Review Meetings	Every other week
Proactive Support Services	Yes
Target Response Times	
Critical (Severity 1)	30 minutes or less; 24x7
Major (Severity 2)	4 business hours; 12x5 (M - F)
Minor (Severity 3)	8 business hours; 12x5 (M - F)
Cosmetic (Severity 4)	12 business hours; 12x5 (M - F)

Additional Information

The BCS Federal contract is limited to one business unit and Entitlement Account per customer, in the Americas support geography. Additional contacts are available for purchase.

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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