

VMware AirWatch Enterprise Support

AT A GLANCE

AirWatch Enterprise Support is offered as a supplement to AirWatch Production Support. It is intended to complement the value you receive from your AirWatch Technical Account Manager. AirWatch Enterprise Support is designed for customers who need access to senior-level, proactive support staff to keep their mobility environments up and running 24x7.

KEY BENEFITS

- Priority access to senior-level technical support engineers.
- 24x7 access to support for Severity 1 issues.
- Additional business hours weekend coverage for Severity 2 issues.
- Expedited response times.
- Dedicated support line.
- Online access to documentation, knowledgebase articles, software updates, and other technical resources.

Overview

AirWatch Enterprise Support is designed with access to your AirWatch mobility products in mind. We are committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success. AirWatch Enterprise Support incorporates all the features of AirWatch Production Support with the addition of extended support hours, expedited response times, a dedicated support line connecting you to senior support resources, and unlimited technical support contacts.

Additional Information

Purchase information can be found by dialing one of VMware's [toll free numbers](#) and choosing the Sales Option or contacting one of VMware's [resellers](#). Additional information about VMware's support policies and offerings can be found in the [Technical Support Guide](#).

FEATURE	AIRWATCH ENTERPRISE SUPPORT
Hours of Operation	24 hours/day 7 days/week 365 days/year
Length of Service	1 or 3 years
Software Updates	Yes
Products Supported	All AirWatch Products
Method of Access	Telephone, Web
Response Method	Telephone, Web
Remote Support	Yes
Access to AirWatch Forums and Knowledgebase	Yes
Maximum Number of Technical Contacts per Contract	Unlimited
Number of Support Requests	Unlimited
Target Response Times	
Severity 1	30 minutes or less; 24x7
Severity 2	2 business hours; 12x7
Severity 3	4 business hours; 12x5
Severity 4	8 business hours; 12x5
Root Cause Analysis	Provided, upon request, for Severity 1 and 2 support requests
Business Hours	Monday – Friday 8AM - 8PM (Local Time Zone) Saturday – Sunday (for Severity 1 and 2 issues) 8AM - 8PM (Local Time Zone)

