

VMware AirWatch Production Support

KEY BENEFITS

- Global, 24x7 support for Severity 1 issues.
- Fast response times for critical issues.
- Unlimited number of support requests.
- Remote support.
- Online access to documentation, knowledgebase articles, software updates, and other technical resources.

Overview

AirWatch Production Support is designed to ensure access to your AirWatch mobility products. Our support centers are strategically placed to provide you with fast and efficient access to the support team in your region. Each center is staffed with engineers that can provide industry-leading expertise in mobility and have experience supporting real-world customer environments. AirWatch by VMware is committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success.

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 PRODUCTION 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	6
Number of Support Requests	Unlimited
Target Response Times	
Severity 1	30 minutes or less; 24x7
Severity 2	4 business hours; 12x5
Severity 3	8 business hours; 12x5
Severity 4	12 business hours; 12x5
Root Cause Analysis	Provided, upon request, for Severity 1 support requests
Business Hours	Monday - Friday 8AM - 8PM (Local Time Zone)

