

# VMware Premier Support for Financial

Priority access to senior-level engineers, proactive account management and upgrade planning

## KEY BENEFITS

- Priority access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- Aggressive target response times help minimize downtime
- Additional business hours for weekend coverage are available for Severity 2 issues
- Proactive and reactive remote/onsite support service options included
- Proactive upgrade planning assistance included

VMware Premier Support™ for Financial, offered as a supplement to the VMware Production Support and Subscription Service, provides you with access to senior-level, proactive support staff to keep your virtual infrastructures up and running 24x7. Your designated account manager, familiar with your team and environment, 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 multivendor troubleshooting efforts
- Coordinate onsite and proactive support services

FEATURE	VMWARE PREMIER SUPPORT FOR FINANCIAL
Hours of operation	24x7x365
Length of service	Available as one-year and multiyear engagements
Product updates and upgrades	Included with required production support and subscription service
Products supported	All products with production support entitlements
Access method	Telephone, web
Response method	Telephone, web, email
Designated support account manager	Yes
Remote support	Yes
Onsite support services	5 service days per contract year
Access to VMware discussion forums and knowledge base	Yes
Maximum number of technical contacts per contract	Unlimited, individual technical contacts per support geography

FEATURE	VMWARE PREMIER SUPPORT FOR FINANCIAL
Number of support requests	Unlimited
Root cause analysis	Severity 1 incidents upon request
Support review meetings	Yes
Severity 1 fast pass	Up to two times per year on select products
Proactive support services	Yes
Six months of extended support	On select products
Target response times	Critical (Severity 1) – 30 minutes or less; 24x7 Major (Severity 2) – 2 business hours; 10x7 Minor (Severity 3) – 4 business hours; 10x5 (M–F) Cosmetic (Severity 4) – 8 business hours; 10x5 (M–F)

### Additional information

VMware Premier Support for Financial contract is limited to one business unit and entitlement account per customer, per geography. Additional support account manager and geography coverage options are available for purchase.

For purchase information, call one of the [VMware toll-free numbers](#) and choose the sales option. See the [VMware Technical Support Welcome Guide](#) for additional information about VMware support policies and offerings.

### Terms and conditions

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware Premier Support for Financial engagements are governed by the [VMware Technical Support and Subscription Services terms and conditions](#).