

# VMware Premier Support Account Manager

Your trusted support advisor

## KEY BENEFITS

- Holistic oversight and advocacy of your overall support experience
- Single point of accountability for support request management
- Proactive support services, guidance, & recommendations

## Additional information

The VMware Premier Support Account Manager is limited to one business unit and Entitlement Account per customer, per geography. Additional Resident Engineer 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 Services Support Resident Engineer engagements are governed by the [VMware Technical Support and Subscription Services terms and conditions](#).

## At A Glance

VMware Premier Support Account Managers (SAMs) are aligned to our VMware Premier Support offering, designed for customers who need access to senior-level, proactive support staff to keep virtual infrastructures up and running 24x7. Your designated SAM will become familiar with your team, use cases, and environment and act as your single point of contact for your support-related activities. They 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
- Coordinate onsite and proactive support services

PREMIER SUPPORT ACCOUNT MANAGEMENT	
Products Supported	All Products with Premier Support Entitlements
Method of Access & Response	Telephone, Web, Email
Remote Support	Yes
Support Request Management	Yes
Support Review Meetings	Yes
Support Business Reviews	As requested
Proactive Support Services	Yes
Onsite Support Coordination	Yes
Multi-Vendor Collaboration	Yes
Root Cause Analysis Delivery	Yes
Additional SAM Service Time Purchase Options	Yes
Service Time	Up to 8 hours per week per slice