

# VMware Premier Support

Priority access to senior-level engineers and proactive account management

## 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
- Advanced access to new VMware Skyline™ features

VMware Premier Support™, 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 up to the equivalent of one service day per week 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
- Provide support business reviews with trend analysis and feedback based on your support activity
- Coordinate onsite and proactive support services

FEATURE	VMWARE PREMIER SUPPORT
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

FEATURE	VMWARE PREMIER SUPPORT
Maximum number of technical contacts per contract	20 individual technical contacts per support geography
Number of support resources	Unlimited
Root cause analysis	Severity 1 incidents upon request
SDK support	SDK support is not available for all products. For more information go to the <a href="#">VMware SDK and API Support Program</a> .
Support business reviews	As requested
Proactive support services	Yes
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

The VMware Premier Support 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 engagements are governed by the [VMware Technical Support and Subscription Services terms and conditions](#).