

# VMware Premier Support for Federal Agencies

Priority access to senior-level engineers with federal industry knowledge

## 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 weekend coverage is available for Severity 2 issues
- Proactive and reactive remote / onsite support services options included

## Additional information

The VMware Premier Support for Federal contract is limited to one business unit and entitlement account per customer, per geography. VMware Premier Support for Federal is currently only available in the Americas support geography.

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

VMware Premier Support™ for Federal Agencies is offered as a supplement to the VMware Production Support and Subscription Service. This service is designed for customers who need access to senior-level, proactive support staff to keep their virtual infrastructures up and running 24x7. You will receive a designated account manager, familiar with your team and environment, who will work with you, up to the equivalent of one service day per week. Your account manager 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
- Provide Support Business Reviews with trend analysis and feedback based on your support activity
- Coordinate onsite and proactive support services
- Facilitate recurring team
- 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
- Coordinate onsite and proactive support services meetings to review support requests, status updates and upcoming projects
- Coordinate root cause analysis efforts for your critical support requests

FEATURE	VMWARE PREMIER SUPPORT FOR FEDERAL
Remote support	Yes
Onsite Support Services	5 service days per contract year
Access to VMware discussion forums and knowledge base	Yes
Number of support resources	Unlimited
Root cause analysis	Severity 1 incidents, upon request
Support review meetings	Yes
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)