

VMware Premier Support for Healthcare

Priority access to senior-level engineers

KEY BENEFITS

- Priority access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- Aggressive target response times help minimize downtime
- Preventative recommendations help avoid future issues
- Additional business hours for weekend coverage are available for Severity 2 issues
- Quarterly troubleshooting webinars keep your IT staff trained on the latest technologies

Additional information

The VMware Premier Support for Healthcare contract is limited to one business unit and entitlement account per customer, per geography. VMware Premier Support for Healthcare 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](#) and [VMware Cloud Services Support terms and conditions](#).

VMware Premier Support™ for Healthcare, 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 support account manager, familiar with your team and environment, who will work with you to:

- Expedite support requests 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

OVERVIEW	Self Help Access: KB Articles, Product Documentation & Communities	Yes
	Online Access to Product Updates & Upgrades	Yes
	Length of Contract Engagement	One Year or Multi-Year
	Products Supported	All*
REACTIVE SUPPORT	Number of Support Requests	Unlimited
	Number of Support Administrators (Individual):	20
	Root Cause Analysis	Severity 1 Issues, on request
	Senior-Level Support Engineers	Yes
	Onsite Engagements	Selected Products
	SDK	VMware SDK and API Support Program
PROACTIVE SUPPORT	Support Plan	Yes
	Support Activity Review Meetings	Yes
	Designated Support Contact	Account Manager
	Support Request Reporting & Trend Analysis	Yes
	Best Practice Discussions	Yes
	Skyline: Advanced Rules & Early Access to New Features	Yes
	Quarterly Troubleshooting Webinars	Yes
RESPONSE TIMES	Severity 1 Initial Target Response Time	Within 30 min 24 hrs/day 7 days/week
	Severity 2 Initial Target Response Time	Within 2 hours 10 hrs/day 7 days/week
	Severity 3 Initial Target Response Time	Within 4 hours 10 hrs/day 5 days/week
	Severity 4 Initial Target Response Time	Within 8 hours 10 hrs/day 5 days/week