

VMware Premier Support for Healthcare

Priority access to senior-level engineers with healthcare 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
- Target restoration times ensure your issues receive maximum attention
- 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

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 account manager, familiar with your team and environment, 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

FEATURE	VMWARE PREMIER SUPPORT FOR HEALTHCARE
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	20 individual technical contacts in the Americas support geography; unlimited contacts available for purchase

FEATURE	VMWARE PREMIER SUPPORT FOR HEALTHCARE
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 VMware SDK and API Support Program .
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)
Target restoration times	Critical (Severity 1) – 4 hours Major (Severity 2) – 24 hours Minor (Severity 3) – 1 week Cosmetic (Severity 4) – Not applicable
Troubleshooting workshops	Quarterly

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](#).