

VMWARE BUSINESS CRITICAL SUPPORT

Personalized Support and Direct Access to Senior-Level Engineers

AT A GLANCE

VMware Business Critical Support is offered as a supplement to the VMware Production Support and Subscription Service. This service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations. The Business Critical Support option provides you with the customer support you require to keep your environment running optimally. You will receive a designated support contact who will work with you to

- Provide support request escalation and management
- Facilitate recurring team meetings, status updates and progress reports
- Design a customized support plan to help ensure quick escalation and resource allocation
- Document and communicate environment knowledge to VMware technical staff to expedite troubleshooting efforts
- Coordinate multivendor troubleshooting efforts

KEY BENEFITS

- Direct Access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- A designated support contact who has environmental knowledge of your account and is aware of your support history
- Help avoid future issues through root cause analysis with preventive recommendations

FEATURE	BUSINESS CRITICAL SUPPORT
Length of Service	One-year and multi-year engagements are available
Product Updates	Included with required Production Support and Subscription Service
Product Upgrades	Included with required Production Support and Subscription Service
Products Supported	Support by Product Matrix
Method of Access	Telephone, Web or Mobile App
Response Method	Telephone or email
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	6 named contacts per support region, additional contacts are available for purchase
Number of Support Requests	Unlimited
Root Cause Analysis	Yes
Target Response Times	Critical (Severity 1) 30 minutes or less; 24x7* Major (Severity 2) 4 business hours; 12x5 (M - F) Minor (Severity 3) 8 business hours; 12x5 (M - F) Cosmetic (Severity 4) 12 business hours; 12x5 (M - F)

*Direct routing to Senior Engineers on weekdays and designated weekend team on weekends

Additional Information

Purchase information can be found by dialing one of the [VMware toll-free numbers](#) and choosing the Sales option. Additional information about VMware support policies and offerings can be found in the [Technical Support Welcome Guide](#).

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