

# VMWARE GLOBAL MISSION CRITICAL SUPPORT

## Priority Access to Senior-Level Engineers and Proactive Account Management

### AT A GLANCE

VMware Global Mission Critical Support 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 two and a half service days 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

### 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

FEATURE	MISSION CRITICAL SUPPORT
Hours of Operation	24x7x365
Length of Service	One-year and multi-year engagements are available
Product Updates & Upgrades	Included with required Production Support and Subscription Service
Products Supported	<a href="#">Support by Product Matrix</a>
Method of Access	Telephone, Web
Response Method	Telephone, Web, Email
Designated Support Account Manager	Yes
Remote Support	Yes
Onsite Support Services	15 service days per contract year
Access to VMware Discussion Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	Unlimited, individual technical contacts, globally
Number of Support Requests	Unlimited
Root Cause Analysis	Severity 1 & 2 incidents, upon request
Support Review Meetings	Weekly
Support Business Reviews	Quarterly
Proactive Support Services	Yes
Target Response Times	
Critical (Severity 1)	30 minutes or less; 24x7
Major (Severity 2)	2 business hours; 12x7
Minor (Severity 3)	4 business hours; 12x5 (M - F)
Cosmetic (Severity 4)	8 business hours; 12x5 (M - F)

### Additional Information

The MCS Global contract is limited to one business unit and Entitlement Account per customer. Additional SAM coverage options are available for purchase.

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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