

VMWARE SOFTWARE AS A SERVICE PRODUCTION SUPPORT

Focused, 24-hour support for SaaS deployments

KEY BENEFITS

- Global 24x7 access for SaaS Severity 1 issues
- Fast response times for critical issues
- Unlimited number of support requests
- Remote support
- Online access to documentation, knowledge-base articles, SaaS updates and other technical resources

OVERVIEW

VMware Software as a Service Production Support is designed with your access to software-as-a-service (SaaS) products in mind. We are committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success. Our global support centers are staffed around the clock to ensure that you can access the products from a Web browser anywhere the Internet is available. VMware handles software deployment and maintenance, enabling you to focus on running your business.

ADDITIONAL INFORMATION

For purchase information, dial one of the [toll-free VMware numbers](#) and choose the Sales option, or contact a [VMware reseller](#). Additional information about VMware support policies and offerings is available in the [Technical Support Welcome Guide](#).

TERMS AND CONDITIONS:

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. VMware Software as a Service is governed by the applicable Terms of Service and [VMware Software as a Service Support Policies](#).

FEATURE	SAAS PRODUCTION SUPPORT
Hours of Operation	24 hours/day 7 days/week 365 days/year
Length of Service	1, 2 or 3 years
SaaS Updates	Yes
Products Supported	Support by Product Matrix
Method of Access	Telephone, Web
Response Method	Telephone, Email
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	6
Number of Support Requests	Unlimited
Target Response Times	
Critical (Severity 1)	30 minutes or less; 24x7
Major (Severity 2)	4 business hours
Minor (Severity 3)	8 business hours
Cosmetic (Severity 4)	12 business hours
Business Hours	Monday - Friday
North America	6AM - 6PM (Local Time Zone)
Alaska, Hawaii	6AM - 6PM (PST/PDT)
Latin America	9AM - 6PM (Local Time Zone)
Europe, Middle East, Africa (EMEA)	7AM - 7PM (GMT/GMT +1)
Asia, Pacific Rim	8:30AM - 8:30PM (Singapore Time)
Japan (APJ)	8AM - 8PM (JST)
Australia/New Zealand	7AM - 7PM (Sydney AET)

