VMware Support and Subscription Production

Technical support - for VMware vSphere Storage Appliance (v. 5) - 1 instance - emergency phone consulting - 1 year - 24x7 - response time: 30 min

vmware®
SUPPORT & SUBSCRIPTION

Group	Software Service & Support
Manufacturer	VMware
Manufacturer item no.	VCS5-VSA-P-SSS-C

Description

The VMware Production Support and Subscription Service is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

Main features

Product Description	VMware Support and Subscription Production - technical support - for VMware vSphere Storage Appliance - 1 year
Service & Support	Technical support
Service Included	Emergency phone consulting
Full Contract Period	1 year
Response Time	30 min
Service Availability	24 hours a day / 7 days a week
Software Title	VMware vSphere Storage Appliance
Version	5
Licence Qty	1 instance
Licence Pricing	Standard

Extended details

	General
Type	Technical support
Service Included	Emergency phone consulting
Full Contract Period	1 year
Response Time	30 min
Service Availability	24 hours a day / 7 days a week
	Software
Software Title	VMware vSphere Storage Appliance
Version	5

Licence Qty	1 instance
Licence Pricing	Standard
	Details
Service & Support	Emergency phone consulting - 1 year / 6 contacts - response time: 30 min - availability: 24 hours a day / Monday-Sunday - severity level 1 ¦ Phone consulting - 1 year / 6 contacts - response time: 4 business hours - availability: 12 hours a day / Monday-Friday - severity level 2 ¦ Phone consulting - 1 year / 6 contacts - response time: 8 business hours - availability: 12 hours a day / Monday-Friday - severity level 3 ¦ Phone consulting - 1 year / 6 contacts - response time: 12 business hours - availability: 12 hours a day / Monday-Friday - severity level 4 ¦ Web support - 1 year ¦ Web knowledge base access - 1 year ¦ New releases update - 1 year ¦ Remote monitoring - 1 year ¦ E-mail consulting - 1 year / 6 contacts ¦ Technical support - 1 year - on-site - severity critical

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