VMware Support and Subscription Basic

Technical support - for VMware vCenter Site Recovery Manager Acceleration Kit for vSphere Enterprise Plus (v. 4) - emergency phone consulting - 1 year - 12x5 - response time: 4 business hours

Group	Software Service & Support
Manufacturer	VMware
Manufacturer item no.	VC-SRM4E-AK-G-SSS-C

vmware®
SUPPORT & SUBSCRIPTION

Description

VMware Basic Support is designed for non-critical applications and platforms that require support during normal business hours. Global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region. Each center is staffed with engineers that can provide 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 Basic - technical support - for VMware vCenter Site Recovery Manager Acceleration Kit for vSphere Enterprise Plus - 1 year
Service & Support	Technical support
Service Included	Emergency phone consulting
Full Contract Period	1 year
Response Time	4 business hours
Service Availability	12 hours a day / 5 days a week
Software Title	VMware vCenter Site Recovery Manager Acceleration Kit for vSphere Enterprise Plus
Version	4
Designed For	P/N: VC-SRM1-4EPL-UG-C, VC-SRM4-ADV-EPL-UG-C, VC-SRM4E-AK-C

Extended details

	General
Type	Technical support
Service Included	Emergency phone consulting
Full Contract Period	1 year
Response Time	4 business hours
Service Availability	12 hours a day / 5 days a week
	Software
Software Title	VMware vCenter Site Recovery Manager Acceleration Kit for vSphere Enterprise Plus
Version	4
	Details

Service & Support	Emergency phone consulting - 1 year / 4 contacts - response time: 4 business hours - availability: 12 hours a day / Monday-Friday - severity level 1 ¦ Phone consulting - 1 year / 4 contacts - response time: 8 business hours - availability: 12 hours a day / Monday-Friday - severity level 2 ¦ Phone consulting - 1 year / 4 contacts - response time: 12 business hours - availability: 12 hours a day / Monday-Friday - severity level 3 ¦ Phone consulting - 1 year / 4 contacts - response time: 12 business hours - availability: 12 hours a day / Monday-Friday - severity level 4 ¦ Web knowledge base access - 1 year ¦ New releases update - 1 year ¦ Web support - 1 year ¦ Remote monitoring - 1 year ¦ E-mail consulting - 1 year / 4 contacts
Compatibility Information	
Designed For	P/N: VC-SRM1-4EPL-UG-C, VC-SRM4-ADV-EPL-UG-C, VC-SRM4E-AK-C

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