

VMware Support and Subscription Production

Technical support - for VMware Workspace ONE Standard - 1 device - emergency phone consulting - 3 years - 24x7 - response time: 30 min

Group	Software Service & Support
Manufacturer	VMware
Manufacturer item no.	VA-WOS-A-D-3P-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 Workspace ONE Standard - 3 years
Service & Support	Technical support
Service Included	Emergency phone consulting
Full Contract Period	3 years
Response Time	30 min
Service Availability	24 hours a day / 7 days a week
Software Title	VMware Workspace ONE Standard
Licence Qty	1 device

Extended details

General	
Type	Technical support
Service Included	Emergency phone consulting
Full Contract Period	3 years
Response Time	30 min
Service Availability	24 hours a day / 7 days a week
Software	
Software Title	VMware Workspace ONE Standard
Installation Type	Locally installed
Licence Qty	1 device
Details	

Service & Support

Emergency phone consulting - 3 years / 18 contacts - response time: 30 min
availability: 24 hours a day / Monday-Sunday - severity level 1 | Phone consulting - 3
years / 18 contacts - response time: 4 business hours availability: 12 hours a day /
Monday-Friday - severity level 2 | Phone consulting - 3 years / 18 contacts - response
time: 8 business hours availability: 12 hours a day / Monday-Friday - severity level 3 |
Phone consulting - 3 years / 18 contacts - response time: 12 business hours
availability: 12 hours a day / Monday-Friday - severity level 4 | E-mail consulting - 3
years / 18 contacts | New releases update - 3 years | Web knowledge base access - 3
years | Web support - 3 years | Remote monitoring - 3 years | Technical support - 3
years - on-site - severity critical

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