VMware Support and Subscription Basic

Technical support - for VMware AirWatch Advanced Remote Management Add On - 1 device - SPP - for add on of Shared or Managed Hosting Environments only - emergency phone consulting - 1 year - 12x5 - response time: 4 business hours

Group	Software Service & Support
Manufacturer	VMware
Manufacturer item no.	WPH-LARDB-12PT0-C1S

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 AirWatch Advanced Remote Management Add On - 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 AirWatch Advanced Remote Management Add On
Licence Qty	1 device
Licensing Program	VMware Subscription Purchasing Program (SPP)
Licensing Details	For add on of Shared or Managed Hosting Environments only

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 AirWatch Advanced Remote Management Add On
Installation Type	Locally installed

Licence Qty	1 device
Licensing Program	VMware Subscription Purchasing Program (SPP)
Licensing Details	For add on of Shared or Managed Hosting Environments only
	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 ¦ E-mail consulting - 1 year / 4 contacts ¦ Web knowledge base access - 1 year ¦ Web support - 1 year ¦ New releases update - 1 year ¦ Remote monitoring - 1 year

Technical data © 1WorldSync. Subject to technical modifications and errors.