

# VMware Support and Subscription Basic

Technical support - for VMware Workspace ONE Advanced - upgrade licence - 1 device - for add on of Shared or Managed Hosting Environments only - upgrade from VMware Workspace ONE Standard (1 device) - emergency phone consulting - 1 year - 12x5 - response time: 4 business hours

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



## 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 Workspace ONE Advanced - 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 Workspace ONE Advanced
Licence Type	Upgrade licence
Licence Qty	1 device
Licensing Details	For add on of Shared or Managed Hosting Environments only
Upgrade from	VMware Workspace ONE Standard (1 device)

## 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 Workspace ONE Advanced
Installation Type	Locally installed
Licence Type	Upgrade licence
Licence Qty	1 device
Licensing Details	For add on of Shared or Managed Hosting Environments only
Upgrade from	VMware Workspace ONE Standard (1 device)
	<b>Details</b>
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

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