

# VMware Support and Subscription Production

Technical support - for VMware Virtual SAN for Remote Office Branch Office (v. 6) - 25 VMs - emergency phone consulting - 1 year - 24x7 - response time: 30 min

Group	Software Service & Support
Manufacturer	VMware
Manufacturer item no.	ST6-RB-25VM-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 Virtual SAN for Remote Office Branch Office - 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 Virtual SAN for Remote Office Branch Office
Version	6
Licence Qty	25 VMs

## Extended details

	<b>General</b>
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
	<b>Software</b>
Software Title	VMware Virtual SAN for Remote Office Branch Office
Installation Type	Locally installed
Version	6

Licence Qty	25 VMs
	<b>Details</b>
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   E-mail consulting - 1 year / 6 contacts   New releases update - 1 year   Web knowledge base access - 1 year   Web support - 1 year   Remote monitoring - 1 year   Technical support - 1 year - on-site - severity critical

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