VMware Support and Subscription Basic

Technical support - for VMware vSphere Enterprise Edition (v. 7) - 1 processor - emergency phone consulting - 1 year - 12x5 - response time: 4 business hours

Group	Software Service & Support
Manufacturer	VMware
Manufacturer item no.	VS7-ENT-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 vSphere Enterprise Edition - 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 vSphere Enterprise Edition
Version	7
Licence Qty	1 processor

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 vSphere Enterprise Edition
Installation Type	Locally installed
Version	7

Licence Qty	1 processor
	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

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