VMware Support and Subscription Production

Technical support - for VMware vSphere Essentials Plus Bundle (v. 5) - academic - emergency phone consulting - 1 year - 24x7 - response time: 30 min

Group	Software
Manufacturer	VMware
Manufacturer item no.	VS5-ESP-BUN-P-SSS-A

Description

VMware Production Support is designed with your production environments in mind. The global support centers are staffed around the clock to provide you access to the 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.
Technical Support, 24 Hour Severity 1 Support - 7 days a week. Only Partners authorized with a VMware Academic Specialization may have access to quote this Academic SKU.

Main features

Product Description	VMware Support and Subscription Production - technical support - for VMware vSphere Essentials Plus Bundle - 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 vSphere Essentials Plus Bundle
Version	5
Licence Pricing	Academic

Extended details

	General
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
	Software
Software Title	VMware vSphere Essentials Plus Bundle
Version	5

Licence Pricing	Academic
	Details
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 ¦ Web knowledge base access - 1 year ¦ Web support - 1 year ¦ New releases update - 1 year ¦ Remote monitoring - 1 year

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