VMware Premier Support for Federal

Priority access to senior-level engineers with federal industry knowledge

KEY BENEFITS

- Priority Access to senior-level technical support engineers provides expert assistance and speeds issue resolution
- Aggressive target response times help minimize downtime
- Additional business-hours weekend coverage is available for Severity 2 issues
- Proactive and reactive remote onsite support services options included

Additional information

The VMware Premier Support for Federal contract is limited to one business unit and entitlement account per customer, per geography. VMware Premier Support for Federal is currently only available in the Americas support geography.

Terms and conditions

This datasheet is for informational purposes only. VMware makes no warranties, express or implied, in this datasheet. VMware Premier Support for Healthcare engagements are governed by the *VMware Technical Support and Subscription Services terms and conditions* and *VMware Cloud Services Support terms and conditions*.

VMware Premier Support™ for Federal Agencies is offered as a supplement to the VMware Production Support and Subscription Service. This service is designed for customers who need access to senior-level, proactive support staff to keep their virtual infrastructures up and running 24x7. You will receive an Account Services contact, familiar with your team and environment, who will work with you to:

- Provide support request and critical situation management
- Facilitate recurring team meetings to review support requests, status updates, and upcoming projects
- Assist in coordinating VMware resources for multi-vendor troubleshooting efforts
- Provide Support Business Reviews with trend analysis and feedback based on your support activity
- Coordinate onsite and proactive support services
- Coordinate root cause analysis efforts for your critical support requests

OVERVIEW	Self Help Access: KB Articles, Product Documentation & Communities	Yes
	Online Access to Product Updates & Upgrades	Yes
	Length of Contract Engagement	One Year or Multi-Year
	Products Supported	*All**

REACTIVE SUPPORT	Number of Support Requests	Unlimited
	Number of Support Administrators *(Individual)*:	Unlimited
	U.S Citizen on U.S. Soil	Yes
	Root Cause Analysis	Severity 1 Issues, on request
	Senior-Level Support Engineers	Yes
	Onsite Engagements	Selected Products

PROACTIVE SUPPORT	Support Plan	Yes
	Support Activity Review Meetings	Yes
	Account Services Contact	Yes
	Support Request Reporting & Trend Analysis	Yes
	Best Practice Discussions	Yes
	Skyline: Advanced Rules & Early Access to New Features	Yes

RESPONSE TIMES	Severity 1 Initial Target Response Time	Within 30 min 24 hrs/day 7 days/week
	Severity 2 Initial Target Response Time	Within 2 hours 10 hrs/day 7 days/week
	Severity 3 Initial Target Response Time	Within 4 hours 10 hrs/day 5 days/week
	Severity 4 Initial Target Response Time	Within 8 hours 10 hrs/day 5 days/week

vmware®