VMware Support Services Comparison

Overview

Understand the differences between VMware Support Services.

On-Premises Support

FEATURE	BASIC	PRODUCTION
Hours of Operation	10 hrs/day Mon - Fri	24 hrs/day 7 days/week 365 days/year
Length of Service	1 or 3 years	1 or 3 years
Product Updates	Yes	Yes
Product Upgrades	Yes	Yes
Products Supported	*Product Support Matrix*	*Product Support Matrix*
Method of Access	Web	Web
Response Method	Telephone / Email	Telephone / Email
Remote Support	Yes	Yes
Onsite Support Services	No	No
Root Cause Analysis	No	No
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes
Max number of Support Admins per Contract	4	6
Number of Support Requests	Unlimited	Unlimited
VMware Skyline Proactive Intelligence	No	Yes
Quarterly Business Reviews	No	No

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Desktop Support

FEATURE	PRODUCTION	BASIC	PER INCIDENT
Hours of Operation	24 hrs/day 7 days/week 365 days/year	10 hrs/day Mon - Fri	10 hrs/day Mon - Fri
Length of Service	1 or 3 years	1 or 3 years	Valid for one year after purchase of the incidents
Product Updates	Yes	Yes	Not available
Product Upgrades	Yes	Yes	Not available
Products Supported	*Product Support Matrix*	*Product Support Matrix*	*Product Support Matrix*
Method of Access	Web	Web	Web
Response Method	Telephone / Email	Telephone / Email	Telephone / Email
Remote Support	Yes	Yes	Not available
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes
Max Number of Support Admins per Contract	6	4	Not applicable
Number of Support Requests	Unlimited	Unlimited	1,3, or 5 incidents

Cloud Services Support

FEATURE	BASIC	PRODUCTION
Hours of Operation	12 hrs/day Mon - Fri	24 hrs/day 7 days/week 365 days/year
Length of Service	1, 2 or 3 years	1, 2 or 3 years
Product Updates	Yes [1]	Yes [1]
Products Supported	*Product Support Matrix*	*Product Support Matrix*
Method of Access	Web [2]	Web [2]
Response Method	Telephone / Email	Telephone / Email
Remote Support	Yes	Yes

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Cloud Services Support

FEATURE	BASIC	PRODUCTION
Remote Support	Yes	Yes
Access to VMware Web Site	Yes, and access to the Cloud Performance Dashboard [3]	Yes, and access to the Cloud Performance Dashboard [3]
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes
Max number of Support Admins per Contract	4 [4]	6 [4]
Number of Support Requests	Unlimited	Unlimited

[1] "Cloud Update" means a subsequent release of the cloud product which VMware generally makes available for its cloud customers with an active cloud product's license and support contract at no additional fee. Cloud Updates may contain, but are not limited to security fixes, critical patch updates, general maintenance releases, selected functionality, and documentation updates. Cloud Updates do not include any product release, option, service, or other cloud product that VMware licenses separately. For more details, see Cloud Service Support Policies.

[2] Email where Web access is not available.

[3] Where available: Socialcast.

[4] You are required to establish and maintain an internal help desk for your employees and act as first-line support for the cloud product. First-line support shall include, but not be limited to: a direct response to users with respect to inquiries concerning the performance, functionality or operation of the cloud product, (ii) a direct response to users with respect to problems or issues with the cloud product, (iii) a diagnosis of problems or issues of the cloud product, and (iv) a resolution of known problems or issues with the cloud product with the help of technical knowledge base articles. For more details, see Cloud Service Support Policies