VMWARE HEALTHCARE CRITICAL SUPPORT

(No longer available for purchase as of September 2, 2019)

Priority Access to Senior-Level Engineers with Healthcare Industry Knowledge

AT A GLANCE

VMware Healthcare Critical Support is offered as a supplement to the VMware Production Support and Subscription Service. Healthcare Critical Support is designed for customers who need access to senior-level support staff to keep their virtual infrastructures up and running 24x7. You will receive a designated support team, familiar with your industry 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

- Coordinate root cause analysis efforts for your critical support requests

- Assist in coordinating VMware resources for multi-vendor troubleshooting efforts

KEY BENEFITS

- Priority Access to senior-level technical support engineers provides expert assistance and speeds issue resolution

- Aggressive target response times help minimize downtime

- A designated support team who has knowledge of your industry, environment, and is aware of your support history

- Help avoid future issues with preventative recommendations

- Additional business-hours weekend coverage is available for Severity 2 issues

FEATURE	HEALTHCARE CRITICAL SUPPORT
Hours of Operation	24x7x365
Length of Service	One-year and multi-year engagements are available
Product Updates & Upgrades	Included with required Production Support and Subscription Service
Products Supported	Support by Product Matrix
Method of Access	Telephone, Web
Response Method	Telephone, Web, Email
Designated Support Team	Yes
Remote Support	Yes
Onsite Support Services	3 service days per contract year
Access to VMware Discussion Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	10 individual contacts in the Americas support geography
Number of Support Requests	Unlimited
Root Cause Analysis	Severity 1 incidents, upon request
Support Review Meetings	Every other week
Proactive Support Services	Yes
Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	 30 minutes or less; 24x7 2 business hours; 12x7 4 business hours; 12x5 (M - F) 8 business hours; 12x5 (M - F)

Additional Information

The HCS contract is limited to one business unit and Entitlement Account per customer. HCS is currently only available in the Americas support geography.

Purchase information can be found by dialing one of the VMware toll-free numbers and choosing the Sales option. Additional information about VMware support policies and offerings can be found in the Technical Support Welcome Guide.

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