



VMware SASE Designated Technical Support Engineer Service

Remote technical support expert

Key benefits

- Unprecedented access to VMware’s best support personnel to drive issue resolution in the most expedient and thorough manner
- Dedicated remote support services led by a senior-level proactive support staff member entrusted to keep your infrastructure up and running 24x7

Pricing and scoping

VMware SASE Designated Technical Support Engineer Service is available as an annual subscription. For pricing, please contact your local VMware sales representative.

Terms and conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions.

www.vmware.com/files/pdf/services/tc.pdf

For more information

For more information, please reach out to your local VMware representative.

Overview

The VMware SASE Designated Technical Support Engineer Service is offered as a supplement to the standard VMware SASE Support offerings and includes a designated lead technical support resource, who will partner and collaborate with the partner or customer to foster a long-term technical partnership that serves to increase shared customer deployment knowledge, shorten overall time to issue resolution, and increase the overall service delivery experience.

In-scope services

Service	Deliverable
Primary technical point of contact	Dedicated, customized service from a senior VMware technical support engineer who is familiar with your (or your customers’) environment and processes
Expert troubleshooter	Expert troubleshooting resource who is readily available remotely to find and fix problems
Technical escalation lead	Drives customer support priorities & escalations within VMware Global Support Services and Engineering groups
Root cause analysis	Investigate and troubleshoot to deliver technical root cause analysis for high impact issues and crisis escalations
Direct engineering access	Primary POC with direct access to VMware engineering teams for L4 escalations
Weekly case review	Primary owner and contributor to the weekly case review
Software updates / maintenance window assistance	Availability to assist with complex migrations or upgrades requiring maintenance windows or network downtime