

VMware SD-WAN by VeloCloud

Total and Backline Support



KEY BENEFITS

- Global 24x7 access for Severity 1 issues
- Flexible support entitlement options
- Level 1 & 2 support by partner or VMware

ADDITIONAL INFORMATION

The Total and Backline Support Programs are only available for VMware SD-WAN support. The Backline Support Program is available to VMware partners with qualified Level 1 & 2 support personnel.

For information on the VMware SD-WAN by Support Offerings visit [VMware SD-WAN by VeloCloud Support Program](#).

Total and Backline Support Programs

All VMware SD-WAN™ by VeloCloud® Support Offerings purchased for the SD-WAN by VeloCloud subscription service are under either the Total or Backline Support Programs. Most VeloCloud partners will be selling VMware SD-WAN Support which is bundled through the SKUs available with our key global distributors. The support program determines who is issued VMware support entitlement: the end user or the partner.

	TOTAL SUPPORT PROGRAM	BACKLINE SUPPORT PROGRAM
Level 1 & 2	VMware	Partner
Level 3 & 4	VMware	VMware

The definitions of Level 1, 2, 3 and 4 support are listed in the table below.

SUPPORT LEVEL	DEFINITION
Level 1	<ul style="list-style-type: none"> • Respond to support requests from the end customer. • Assist with basic questions including product overview, pointers to documentation, basic system configuration and provisioning assistance and password reset.
Level 2	<ul style="list-style-type: none"> • Provide troubleshooting and problem isolation, live debugging, capture/interpret traces, analyze different logs and identify root cause.
Level 3 & 4	<ul style="list-style-type: none"> • Handle escalations including workarounds and hot-fixes. • Support complex issues requiring technical assistance, debugging, and troubleshooting for VMware SD-WAN product and/or VMware Hosted Services.

Total Support

The Total Support Program entitles the end customer to receive support directly from VMware. VMware’s worldwide team of technical support engineers (TSEs) will assist the end user with problem resolution addressing software issues, hardware issues and service disruption.

Backline Support

The Backline Support Program entitles the end customer to receive support from their partner who provides Level 1 & 2 support with their qualified technical support engineers.

The partner is entitled to receive support from VMware. If Level 3 or 4 support is needed, the partner's technical support team will contact VMware for issue resolution. The VMware support team will assist the partner with complex issue problem resolution addressing software issues, hardware issues and service disruption. The end customer will not receive support directly from VMware.

Partner Responsibilities: Level 1 and Level 2

- Provide Level 1 and Level 2 support for end users. VMware does not provide Level 1 or Level 2 support cases to either the partner or the end customer (including system configuration, basic troubleshooting, etc.)
- Provide suitably trained and qualified support personnel who can resolve Level 1 and Level 2 cases with the end customer.
- Troubleshoot and identify the root cause of the issue and only contact VMware for Level 3 support once the issue has been identified as a VMware SD-WAN product issue.
- Provide diagnostic bundle, packet captures and details in the minimum data set (MDS) that will help VMware scope and resolve a request as soon as possible.

VMware Responsibility: Level 3 and Level 4

- VMware provides Level 3 and Level 4 support to partners who are providing Level 1 and Level 2 support to end users.

VMware SD-WAN Support Offerings

Refer to the [VMware SD-WAN Support Data Sheet](#) for more information on what is covered in the Basic, Production, and Premier Support offerings. This includes information on response times by Severity Level and the definitions of Severity Levels 1, 2, 3 and 4.