



Custom Application Support Program

Overview

Unique customer requirements often mean building custom enhancements, features or changes to standard product work flows. Yet these customizations are not usually included as part of a standard support contract. Through the VMware Custom Application Support program, customers who have purchased a custom software solution from VMware can have end-to-end protection of ongoing telephone support for installation, usage, troubleshooting, problem determination and resolution.

As part of VMware Professional Services' custom software development methodology, rigorous Quality Assurance (QA) testing is performed prior to final delivery to the customer. The VMware Custom Application Support Program is designed to give you access to dedicated engineers for support and troubleshooting of this custom software should any usage questions or issues arise. By participating in this program customers can have the confidence that should an issue emerge in their custom software, VMware will assign dedicated resources to identify and resolve the issue as quickly as possible.

This program is managed in conjunction with your standard VMware product Support and Subscription (SnS). Support calls are logged via the same interfaces. In addition to logging a request at <http://www.vmware.com/support> you have 8 hour x 5 day telephone support in your local time zone with an unlimited number of telephone support requests. With this program your team is able to more efficiently manage your VMware environment.

Target Audience

- Customers and partners who have purchased a custom software solution from VMware and want the benefits of ongoing technical support
- Customer and partners who require technical support for their custom solutions

KEY BENEFITS

- Extend your IT team with VMware support engineers
- Access to specialized staff with software development expertise and training on the customized product purchased
- Shorten timelines by having the appropriate resources when needed

Key Activities

- Monday – Friday, 8:00 – 5:00 telephone assistance with:
 - Installation
 - Usage
 - Troubleshooting
 - Problem determination
 - Problem resolution
- Fixes for Severity 1 (S1) and mutually agreed Severity 2 (S2) bugs
 - S1 = inoperable
 - S2 = Software behavior does not conform to documentation

Additional Terms

- 8 x 5 telephone support in your local time zone
- 4 hour response time
- Available only to customers who have purchased a custom software solution from VMware Professional Services
- Requires VMware SnS agreement as a prerequisite
- Renewable annual agreement
- Does not include enhancements, new feature requests, or regular updates to the custom software (requires a new Statement of Work)
- Contact your local VMware representative for pricing information

For More Information

Further information about VMware software and services can be found at <http://www.vmware.com> and from your local VMware representative.

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