

VMWARE AIRWATCH ENTERPRISE SUPPORT

Priority access to senior-level engineers
and proactive account management

OVERVIEW

VMware AirWatch® Enterprise Support is offered as a supplement to the VMware AirWatch Production Support and Subscription Service. It couples VMware AirWatch's highest level of support with an AirWatch Support Account Manager (SAM).

VMware AirWatch Enterprise Support is designed for customers who need access to senior-level, proactive support staff to keep their mobility environments up and running 24x7.

KEY BENEFITS

- Designated AirWatch Support Account Manager (SAM).
- Priority access to senior-level technical support engineers.
- 24x7 access to support for Severity 1 issues.
- Additional business hours weekend coverage for Severity 2 issues.
- Expedited response times.
- Dedicated support line.
- Online access to documentation, knowledgebase articles, software updates, and other technical resources.

FEATURE	AIRWATCH ENTERPRISE SUPPORT
Support Account Manager	Included (details on following page)
Hours of Operation	24x7x365
Length of Service	1 or 3 years
Software Updates	Included for AirWatch and Workspace ONE Products
Products Supported	All AirWatch and VMware Workspace ONE™ Products
Method of Access	Telephone, Web
Response Method	Telephone, Web, Email
Remote Support	Yes
Access to AirWatch Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	Unlimited
Number of Support Requests	Unlimited
Target Response Times	Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)
Root Cause Analysis	Provided upon request for Severity 1 and 2 incidents

VMware AirWatch Support Account Managers (SAMs) are your assigned resource responsible for your success and satisfaction in implementing and managing your VMware AirWatch and Workspace ONE products. With unrivaled VMware AirWatch product knowledge and proven skills they help you define, plan and streamline your mobile initiatives to minimize operations risks and improve operations across your mobility suite. Working directly with resources across the entire VMware AirWatch organization they are armed with best practices and proven methodologies for mobility efficiencies.

As your Trusted Advisor, your SAM is familiar with your environment and continuously works with you to identify and resolve your company's mobility needs and challenges by:

- Acting as your technical point of contact for questions, best practices and lessons learned related to mobility strategy, efficiencies and management.
- Being your internal VMware AirWatch advocate and representative to ensure your feedback and future product release needs are presented effectively to the VMware AirWatch product experts.
- Managing the coordination of your VMware AirWatch Services and Support including: issue and resolution management, acceleration and oversight of escalations, defining and engaging professional services needs and education services.
- Working with your team to develop mobile strategies for a pre-defined set of business units, geographies, and VMware AirWatch solutions.
- Guiding your strategies to leverage the appropriate functionality and capabilities of the VMware AirWatch products to meet your organizations mobility goals and strategies.
- Facilitating regular status updates on incident situations, mobility work streams and VMware AirWatch product evolution.
- Leading an Annual Business Review ("ABR") and quarterly initiative planning sessions with your team.
- Coordinating briefings and deep dive sessions with VMware AirWatch product experts on topics that are pertinent to your environment and mobility objectives.

Support Account Manager Overview

SUPPORT ACCOUNT MANAGER ACTIVITIES AND DELIEVERANES	
Service Time	12-month engagement (1 day per week)
Technical Support	Integration of VMware AirWatch and Workspace ONE products into customer environment and infrastructure
	Regular review of new product functionality and end user impact
	Access to beta program (early product functionality review)
	Issue review, tracking, management and prioritization
Support Management	Advocate for prioritization of feature requests into release cycle
	Best practices and configuration reviews
	Weekly status reporting, work stream updates and initiative monitoring
	Quarterly initiative planning (on-site)
Account Management	Annual business reviews onsite or hosted at VMware
	Resource coordination for professional services and support activities
	Coordination of product management roadmap and technical updates
	Technology Trusted Advisor (mobility strategy definition, optimization of VMware AirWatch functionality, project planning support)
	Best practices of cross-vendor integration with VMware AirWatch and Workspace ONE products

Additional Information

For purchase information please contact your Account Executive or AirWatch Support.

With Enterprise Support you receive one slice* of an AirWatch SAM. To cover multiple geographies and/or business units, or increase weekly service time, you may purchase additional slices of a SAM. For pricing, please contact your VMware AirWatch Account Executive.

*One SAM slice covers one geo and/or business unit and includes up to one (1) business day of service from a Support Account Manager per week for a 12-month period.

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