

VMWARE AIRWATCH PRODUCTION SUPPORT

Focused, 24-hour support for production environments

OVERVIEW

VMware AirWatch® Production Support is designed to ensure access to your AirWatch mobility products. Our support centers are strategically placed to provide you with fast and efficient access to the support team in your region. Each center is staffed with engineers that can provide industry-leading expertise in mobility and have experience supporting real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success.

KEY BENEFITS

- Global, 12x5 access to support.
- 24x7 access to support for Severity 1 issues.
- Fast response times for critical issues.
- Unlimited number of support requests.
- Remote support.
- Online access to documentation, knowledgebase articles, software updates, and other technical resources.

FEATURE	AIRWATCH PRODUCTION SUPPORT
Business Hours	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	6
Number of Support Requests	Unlimited
Target Response Times	
Critical (Severity 1)	30 min or less; 24x7
Major (Severity 2)	4 business hours; 12x5 (M-F)
Minor (Severity 3)	8 business hours; 12x5 (M-F)
Cosmetic (Severity 4)	12 business hours; 12x5 (M-F)

Additional Information

For purchase information, contact your account executive or [AirWatch Support](#).

Terms and Conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. Notwithstanding anything to the contrary in Section 2.4(a)(v), the Production Support and Subscription Service is governed by the [VMware Support Terms and Conditions](#).

