

VCE provides a range of support options to match your business objectives, preferred support experience, and specific VCE converged infrastructure systems (Blocks, Racks, and Appliances).

VCE™ Support Highlights

- Provides a range of global support services and capabilities to address your business needs and objectives.
- Shortens time-to-value for Blocks and Racks solutions with expert guidance and best practices from a VCE Customer Advocate, enabling you to realize the benefit of your VCE solution sooner.
- Leverages deep technical expertise in all components of VCE infrastructure to improve your operational efficiency.
- Reduces risk and complexity while minimizing disruption to the business, thanks to the unique VCE single-source support model.
- Offers visibility and insight into timely, relevant information—anytime, anywhere.
- Accelerates problem resolution to help maintain high availability, reliability, security, and operational efficiency.

VCE™ SUPPORT OVERVIEW

VCE provides the world's most advanced converged infrastructure, offering unmatched simplicity while delivering the extraordinary efficiency and business agility made possible by virtualization and cloud computing. A cornerstone of the VCE value proposition is the seamless support experience our customers receive with their VCE converged infrastructure systems. This unique experience—delivered by a global team of converged infrastructure support specialists with the help of sophisticated automation and powerful diagnostic tools—enhances your investment by simplifying the process of identifying and resolving issues to ensure the highest availability, reliability, and productivity.

INVESTMENT PROTECTION AND WELCOME PEACE OF MIND

In the face of highly competitive markets, demanding business challenges, and rapidly changing technology, converged IT infrastructure has become a key strategic asset. VCE converged infrastructure enables enterprises and service providers to gain the needed agility and flexibility to quickly address business opportunities and overcome obstacles.

VCE allows customers to

- Speed time-to-value—through the right guidance, technology best practices, and strategic support
- Improve operational efficiency—through a range of proactive, preventive support capabilities, and deep technical expertise
- Increase overall satisfaction—with seamless, single-call support to maximize uptime and minimize business disruption
- Reduce risk and complexity—supported by vital visibility and insight into timely, relevant information, and with fast resolution of any potential issues

VCE™ Support applies across the entire VCE converged infrastructure system, including the integration and functioning of all components from Cisco, EMC, and VMware. This ensures a world-class experience that speeds adoption, reduces risk, and maximizes your ROI.

In its 2014 Magic Quadrant for Integrated Systems, Gartner, Inc. cited VCE's single-source cooperative support model with Cisco, EMC, and VMware as a key contributor to our leadership both in completeness of vision and ability to execute. Our latest customer satisfaction scores remain above 96 percent. And more than 90 percent of all service calls are handled without escalation.

VCE SUPPORT PORTFOLIO: BLOCKS AND RACKS SUPPORT

The VCE Support portfolio provides a choice of three levels of support for your VCE Blocks and Racks (Vblock® Systems, VxBlock™ Systems, and VxRack™ Systems). **VCE™ Core Support**, **VCE™ Plus Support**, and **VCE™ Premier Support** options enable you to select the level of support that best aligns with your business outcomes and application requirements.

Our support tiers offer proactive, preventive, and strategic capabilities. With access to Cisco, EMC, and VMware support organizations—and direct escalation to their engineering teams—VCE delivers a unique, seamless support experience at every level. In addition, our value-added VCE Plus Support and VCE Premier Support offerings provide higher-touch account management services and strategic advisory services to maximize optimization and reduce risk.

		VCE™ PLUS SUPPORT	VCE™ PREMIER SUPPORT
RESOLUTION ACCELERATION	Strategic advisory services	Enhanced	Holistic
	Escalation coordination (non-tech)	Yes	Yes
	Escalation management (tech)	Remote	On-site (as needed)
OPTIMIZATION SUPPORT	Health check reports	Annual	Twice annually
	Remote change support	Annual	Twice annually
	Root-cause analysis access	No	Yes
ACCOUNT MANAGEMENT	Service request reviews	Monthly	Weekly
	Support operations reviews	Annual	Twice annually
	Entitlement review	Annual	Twice annually
	Contract gap analysis	Annual	Twice annually

An additional support level—**VCE™ Appliance Support**—provides a highly convenient, cost-effective, and seamless support experience tailored for the VCE VxRail™ Appliance.

VCE™ Core Support Highlights

- Customer Care team delivers support globally 24 hours a day, 7 days a week, 365 days a year.
- VCE™ Connect web support portal facilitates the management of service requests and provides access to up-to-date documentation and service request history.
- Global coverage model includes parts delivery and break/fix field support.
- Single point of contact for escalation management results in fast and effective problem resolution for all component issues related to VCE converged infrastructure.
- Automated collection and analysis of extremely large system data logs enable faster issue resolution.
- Up-to-date, pre-validated, and tested software certification matrices and documentation are provided.

VCE™ CORE SUPPORT

When you purchase any VCE Block or Rack, VCE Core Support supplies a foundational level of integrated support that comes standard. It provides a single point of accountability for your entire converged infrastructure solution, and includes access to the VCE™ Connect web support portal and documentation, rapid on-site parts delivery and replacement, and assistance with new implementations and customer onboarding. Our support staff is expertly trained in all aspects of VCE converged infrastructure, and we are committed to helping you protect your investment.

Latest Support and Collaboration Technologies Streamline Process

In collaboration with Cisco, EMC, and VMware, VCE Support sets the industry standard for converged infrastructure support. Our knowledgeable experts are complemented by state-of-the-art support technologies and proven collaboration processes to proactively identify and rapidly resolve problems. Unified intercompany collaboration tools connect VCE with Cisco, EMC, and VMware support specialists, enabling VCE Support to rapidly recognize problems and avoid the finger-pointing common with other solutions.

To streamline the support experience, VCE Support provides a responsive Customer Care team that addresses any issue that may arise with Blocks and Racks whether it involves compute, networking, storage, or virtualization components. When a service request is opened on the VCE Connect web support portal or via our toll-free telephone number, customer information is immediately routed to a Customer Care representative. This individual acts as a single point of contact—owning your case from report to resolution, regardless of the root cause of the problem. Faster problem resolution minimizes or avoids downtime, which leads to improved reliability, productivity, and customer satisfaction.

Advanced Automation and Diagnostics Simplify the Customer Experience

Both you and your VCE Customer Care representative can readily access detailed diagnostic (log) data collected automatically from your VCE converged infrastructure. VCE Vision™ Intelligent Operations software provides a unified view of the health, firmware/software level compliance and security compliance of all system components—virtualization, compute, storage, and networking.

Together with automated analytics that quickly “filter” and give context to even the largest volumes of diagnostic data—now with up to 2 GB easily attached to a service request—the automation cuts customer manual efforts in half and helps resolve typical cases an average of 30 minutes faster. It also increases the speed and accuracy of VCE converged infrastructure systems logical configurations, for faster deployments, expansions, upgrades, and refreshes, as well as better capacity planning.

Seamless Escalation Further Speeds Problem Resolution

VCE Core Support provides escalation response management for fast and effective problem resolution for your Blocks and Racks.

The VCE Support escalation response process is seamless, even when resolving a problem requires engaging with multiple experts in various locations. VCE support agreements with Cisco, EMC, and VMware ensure that cohesive escalation processes are followed as we work closely together to address escalation issues—even when multi-step escalations are required.

Each VCE escalation is supported by proven systems and processes that bring issues to closure quickly and effectively. Coordination and communication processes ensure that relevant resources are engaged at the appropriate time and that awareness of the issue is maintained across all of the support organizations. VCE executives and their counterparts at Cisco, EMC, and VMware regularly track escalations to achieve the highest customer satisfaction.

Support Onboarding

With VCE Core Support, our Customer Care team will introduce the tools, processes, and technologies you need to optimize support for your VCE Blocks and Racks. Our Customer Care experts are trained on every component of VCE converged infrastructure systems and help facilitate communication between VCE Support and our technology partners to quickly identify and address issues. This team can assist you in navigating needed support in the converged infrastructure environment.

Easy Access to the VCE™ Connect Web Support Portal

Through the VCE Connect portal, you can search a knowledge base of relevant VCE documentation, including technical documents and best practices, for Blocks and Racks. This portal provides excellent reference and troubleshooting tools that ensure access to the most up-to-date documentation associated with the ecosystem and components of VCE converged infrastructure.

Experts on VCE Converged Infrastructure Systems Provide Support Anytime

The VCE Customer Care team is available to you 24 hours a day, 7 days a week, 365 days a year. Our “follow-the-sun” support model ensures continuous, seamless support from any VCE worldwide support center. Wherever your offices or facilities are located, you will always have access to a trusted source of information.

When technical issues arise with Blocks and Racks, you can rely on a VCE Virtual Platform Support Engineer (VPSE) to help resolve the most challenging problems. VPSEs are highly qualified, trained, and experienced across all components in VCE infrastructure. The VPSE coordinates and collaborates with the Customer Care team to facilitate comprehensive communications, reporting, and improvement recommendations. The VPSE is a system-level support expert who understands how the entire converged system operates and can pinpoint the root cause of problems faster than multiple component-level resources can. Such unmatched, single-vendor accountability enables quick case resolution.

Rapid On-Site Parts Replacement

The VCE Support global coverage model extends to parts delivery and break/fix field support. When VCE experts determine that a part needs to be replaced, the VCE parts delivery ecosystem ensures that a replacement component is delivered within the time agreed upon¹. Rapid field replacement enables a deployment to be fully recovered within hours to maintain the highest availability and reliability.

System Optimization Minimizes Risk

VCE understands that it requires qualified and experienced resources to ensure that a technology infrastructure remains up to date. We see to it that the release and configuration management process is as effective as possible. VCE converged infrastructure software and associated configuration best practices have been pre-validated and tested as part of the release management process. As new software releases become available, you can take advantage of this software with complete confidence that release changes have been identified, deployment strategies have been tested, and interoperability issues—which can lead to downtime—have been mitigated.

With VCE Core Support, you have access to relevant information such as version notifications, support compatibility matrix release notes, VCE technical advisories, product documentation, and security and field notices, all from a single resource—the VCE Connect web support portal. This ensures that you no longer need to gather the data yourself, but can simply select the information you need when you need it.

Converged infrastructure diagrams, architecture and operational guides, and specifications let IT resources focus on business requirements while reducing deployment time for new solutions.

¹ Where four-hour service is available, delivery is within four hours after problem diagnosis. If not available, the next highest level of delivery is provided.

VCE™ Plus Support Highlights

- Customer Advocate is designated and empowered to proactively deliver additional value-added support.
- Monthly service request reviews, analysis, and trending reports support full operational awareness of the implementation.
- Annual deliverables include a health check report for configuration assessment and management, remote change support, operational review, entitlement review, and a contract gap analysis.

VCE™ Premier Support Highlights

- Dedicated Customer Advocate is identified and empowered to proactively deliver additional value-added support.
- Weekly service request reviews, analysis, and trending reports support even higher operational awareness of the implementation.
- Semi-annual deliverables include a health check report for configuration assessment and management, remote change support, operational review, entitlement review, and a contract gap analysis.
- Access to root-cause analysis is available after a problem has been resolved.

VCE™ PLUS SUPPORT

VCE Plus Support builds upon VCE Core Support capabilities by offering additional, higher-touch support services for Blocks and Racks. It is designed to enhance the features and benefits of VCE Core Support with additional account management services and proactive deliverables.

Proactive Account Management Enables Customer Success

With VCE Plus Support, a designated Customer Advocate is responsible for value-added support deliverables designed to make the relationship proactive—including care logs, release management, technical alerts, and monthly account service reviews. Customer Advocates also maintain key account information such as equipment configurations, microcode status, and installation dates, and play a more strategic role as they assist you in the design and support-planning process for your VCE infrastructure.

Proactive Escalation Management Resolves Issues Faster

For customers that select VCE Plus Support, each escalation is proactively managed—tracking production-impacting events until service is restored.

Comprehensive Optimization Services Further Reduce Risk

You receive an annual health check report that provides a unified view of configuration assessments and management across all VCE converged infrastructure system components to help avoid any issues or outages caused by configuration- or code-related issues. Once a health check is completed, remote change support (RCS) is available to address any critical issues found in the report. This includes assisting with the implementation of recommended upgrades in accordance with VCE best practices.

VCE™ PREMIER SUPPORT

VCE Premier Support establishes the most customer-centric, strategic support relationship offered by VCE. You are assigned a dedicated resource who maintains a holistic view of your VCE Blocks and Racks environment and experience while providing higher-value analysis and support deliverables.

Strategic Account Management Enhances Operational Efficiency

With VCE Premier Support, your Customer Advocate plays a more strategic role in the design and support-planning process across your VCE implementation(s). This includes weekly service request reviews and semi-annual operational reviews—to enhance your operational efficiency and improve system availability and reliability.

Designated Support Engineering Resource Provides Fastest Issue Resolution

In addition to proactively tracking and managing production-impacting events until service is restored, the escalation response team also includes a designated escalation engineer (EE) to accelerate time-to-resolution. The combination of strategic advisory services and escalation management from your Customer Advocate and a technical resource familiar with your environment further speeds issue resolution. VCE Premier Support customers also have access to root-cause analysis, should further investigation be needed after a problem has been resolved.

Proactive Optimization Maximizes Availability, Reliability, and Performance

With VCE Premier Support, your Customer Advocate and designated VCE technical resource proactively manage every aspect of support releases and configurations, on-site, as needed. This includes semi-annual health checks as well as remote change support, which provide you with assistance in implementing best-practice recommendations.

VCE SUPPORT PORTFOLIO: APPLIANCE SUPPORT

When you purchase a VxRail Appliance, you receive the ultimate appliance support on the market. This includes a single point of support for VxRail Appliance hardware and software, access to online support tools and documentation, rapid on-site parts delivery and replacement, access to new software versions, and assistance with operating environment updates. Our VxRail Appliance support specialists are expertly trained in all aspects of the hyper-converged infrastructure, and we are committed to helping you protect your investment.

Advanced Automation and Diagnostics for Appliances Simplify the Customer Experience

EMC Secure Remote Services (ESRS) is a two-way, secure remote connection between your VxRail Appliance and the VxRail Appliance support specialists. It enables remote monitoring, diagnosis, and repair—ensuring availability and optimization of your VxRail Appliance. With ESRS, support staff can periodically monitor the appliance and will be notified of performance issues, enabling our staff to take preventative measures to help avoid system downtime.

VxRail™ Manager complements ESRS, making your support experience incredibly simple. You can use VxRail Manager to directly research and resolve all appliance issues—regardless of whether they are hardware or software—via the online support community, by chat with the support staff, or by phone.

24x7 and Mission-Critical Support Options for Your Business Needs

We offer two levels of VCE Appliance Support to optimize your VxRail Appliance experience:

- **VCE™ Enhanced Appliance Support** – 24x7 support for production environments
- **VCE™ Premium Appliance Support** – mission-critical support for fastest resolution

	VCE™ ENHANCED APPLIANCE SUPPORT	VCE™ PREMIUM APPLIANCE SUPPORT
INSTALLATION OF OPERATING ENVIRONMENT UPDATES	No	Yes
24X7 REMOTE MONITORING AND REPAIR	Yes	Yes
ON-SITE RESPONSE WITH PARTS INSTALLATION	Next Business Day*	24x7x4**
REPLACEMENT PARTS DELIVERY	Next Business Day	24x7x4**
GLOBAL TECHNICAL SUPPORT	24x7	24x7
RIGHTS TO NEW RELEASES OF SOFTWARE	Yes	Yes
24X7 ACCESS TO ONLINE SUPPORT TOOLS	Yes	Yes

* Non-CRU (customer replaceable units) only

** Severity 1 issues (sev 2 = same day, sev 3/4 = NBD – next business day)



VCE SUPPORT MAXIMIZES BUSINESS VALUE OF INVESTMENTS IN VCE INFRASTRUCTURE

The VCE Support portfolio for VCE converged infrastructure systems dramatically simplifies and streamlines the support process with a range of deliverables and capabilities that are proactive, preventive, and strategic. VCE Support maximizes the value of your VCE investment with an integrated support portfolio that increases system availability, reliability, and productivity.

ABOUT VCE

VCE, an EMC Federation Company, is the world market leader in converged infrastructure and converged solutions. VCE accelerates the adoption of converged infrastructure and cloud-based computing models that reduce IT costs while improving time to market. VCE delivers the industry's only **fully integrated and virtualized cloud infrastructure systems**, allowing customers to focus on business innovation instead of integrating, validating, and managing IT infrastructure. VCE solutions are available through an extensive partner network, and cover horizontal applications, vertical industry offerings, and application development environments, allowing customers to focus on business innovation instead of integrating, validating, and managing IT infrastructure.

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