VCE SUPPORT OVERVIEW

VCE™ Support complements the strategy of deploying a converged infrastructure solution with a support experience that dramatically simplifies the support process while proactively identifying and resolving issues. VCE Support maximizes the value of customer investment in Vblock™ Systems with an integrated support portfolio that increases system availability, reliability, and productivity.

VCE Support ensures the coordination of technical support resources spanning all aspects of Vblock systems, including the proper functioning and integration of components from Cisco, EMC, and VMware. VCE Support leverages the people, processes, and technology best practices from across this ecosystem to simplify and streamline the support process. Customers are assured that a comprehensive portfolio comprises VCE Support services, from professional services to customer support.

VCE Support Portfolio: Three Program Levels

VCE is supporting customers globally in their transformational cloud and virtualization implementations. Based on this experience and customer input, VCE is evolving its support portfolio to offer a foundational level of support for each Vblock system and two additional support options with a range of deliverables and capabilities that are proactive, preventive, and strategic. The VCE Support portfolio provides customers with the flexibility to choose the level of support that best aligns with their business objectives.

VCE Core Support:
A foundational, integrated level of support that is standard on all Vblock systems.

- Customer Care team delivers support 24 hours a day, seven days a week, 365 days a year.
- VCE Connect Web support portal facilitates the management of service requests for any component of the Vblock system and provides access to up-to-date documentation and a complete history of service requests.
- 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 of the Vblock system.
- Assigned Customer Advocate provides best-practices recommendations and guidance on new implementations and product support.
- Up-to-date, pre-validated, and tested software certification matrices and documentation are provided.
- Seamless and remote implementation of the necessary critical support patches is available when required.

VCE Plus Support:
An enhanced, higher-touch support option with proactive deliverables and capabilities across the Vblock system installed base.

- Customer Advocate is proactively designated and empowered to deliver additional value-added support deliverables.
- Monthly service request reviews, analysis, and trending reports support full operational awareness of the implementation.
- Semiannual deliverables include:
  - Health check report for configuration assessment and management
VCE Premier Support:
A customer-centric, strategic support relationship for the installed base of Vblock systems.

- Dedicated Customer Advocate maintains a holistic view of the customer's experience while delivering higher-value analysis and support deliverables.
- In partnership with the customer, Customer Advocate and VCE technical resources develop short-term plans and multi-year strategic roadmaps to meet business objectives.
- Weekly service request reviews, analysis, and trending reports support full operational awareness of the implementation.
- Quarterly deliverables include:
  - Remote change support as needed to implement recommended changes
  - Operational review to measure support against performance goals
  - Review of support service entitlements
  - Contract gap analysis for review of support maintenance agreements to ensure correct level of support
- Semiannual health check report for configuration assessment and management.

VCE Support Highlights

Latest Support and Collaboration Technologies Simplify Problem Resolution.
In collaboration with Cisco, EMC, and VMware, VCE Support resources set the industry standard for converged infrastructure support. The support staff is expertly trained in all aspects of Vblock systems, and is complemented by state-of-the-art support technologies and proven collaboration processes that proactively identify and rapidly resolve problems. Unified intercompany collaboration tools connect VCE with EMC, Cisco, and VMware support experts, enabling VCE Support to rapidly identify problems between products and to facilitate problem resolution.

VCE Support includes a unique market offering to simplify the support experience, a Customer Care team that responds to problems for any component in a Vblock system including storage, networking, compute, and virtualization. When a service request is opened on the VCE Connect Web support portal or via the toll-free telephone number, customer information is immediately routed to a Customer Care representative to act as a single point of contact, owning that case from issue 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.

Through the VCE Connect Web support portal, customers can search a knowledge base of relevant Vblock system documentation, including technical documents and best practices. This portal provides an excellent reference and troubleshooting tool that ensures access to the most up-to-date documentation associated with the ecosystem and components of the Vblock system.

Experts on Vblock Systems Provide Support Anytime.
VCE Customer Care is available to customers 24 hours a day, seven days a week, 365 days a year. The VCE follow-the-sun support model ensures continuous, seamless support from any of its worldwide support centers. No matter where customers are located, they can be confident they have access to the trusted source of information.
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 part-delivery ecosystem ensures that a replacement component is delivered within the time agreed upon with the customer. Rapid field replacement enables customer deployments to be fully recovered within hours to maintain the stability and availability of the Vblock system.

Virtual Platform Support Engineers (VPSE) are highly qualified, trained, and experienced across all products in Vblock systems. This system-level support expert 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 rapid case resolution when situations occur that require an effective, timely, and accurate response. The VPSE coordinates and collaborates with the Customer Advocate to drive comprehensive communications, reporting, and improvement recommendations.

VCE Support Escalation Management Speeds Problem Resolution.
The VCE Support escalation response process is seamless to the customer, even when resolving a problem requires engagement with multiple experts in multiple locations. VCE has collaborated with Cisco, EMC, and VMware to establish cohesive escalation processes that all companies follow as they work together to address escalation issues—even multiple-step escalations are employed when necessary.

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

VCE Core Support provides remote and reactive escalation response management for fast and effective problem resolution. With VCE Plus Support and VCE Premier Support, the escalation response team proactively manages and tracks production-impacting events until service is restored.

Customer Advocate Enables Customer Success.
Advocating for the customer is the cornerstone of VCE Support. A Customer Advocate is available to assist customers in navigating support in the converged infrastructure environment. Customer Advocates are empowered to operate as resolution drivers, working with the appropriate technical teams to drive the technical response and resolution in the event of a service request for a Vblock system. Customer Advocates are also trained on every component of the converged infrastructure and help facilitate communication between VCE Support and our technology partners to identify and resolve issues quickly.

With VCE Core Support, the Customer Advocate is proactively assigned to each customer and introduces the customer to the tools, processes, and technologies needed to optimize support on their Vblock systems.

With VCE Plus Support and VCE Premier Support, the Customer Advocate is responsible for additional value-added support deliverables designed to enhance the proactive relationship with the customer, including care logs, root cause analysis, release management, technical alerts, and account service reviews. With VCE Premier Support, dedicated Customer Advocates drive the value-added support deliverables and play a more strategic role as he or she assists customers in the design and support-planning process across all implementations of the Vblock system.

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.
Release and Configuration Management Minimizes Risk.

VCE understands that it requires qualified and experienced resources to ensure that the technology infrastructure remains up to date by downloading the latest software patches and releases. VCE has worked with Cisco, EMC, and VMware to ensure the release and configuration management process is as effective as possible. Vblock system software and associated configuration best practices have been pre-validated and tested in the release management process. As new software releases become available, customers can take advantage of these releases with the 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, customers 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 through one single resource—the VCE Connect Web support portal. This approach ensures that customers no longer have to gather the data themselves but can simply select the information they need when they 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.

With VCE Plus Support, technical resources ensure proactive software support matrix compliance with an annual code currency plan and the implementation of the recommended upgrades. Remote change support is available semiannually to implement the recommended upgrades in alignment with VCE best practices. VCE Plus Support offers a semiannual health check report that provides a unified view of configuration assessment and management across all Vblock systems and helps customers avoid any issues or outages caused by configuration- and code-related issues.

VCE Premier Support ensures that the dedicated Customer Advocate and appropriate VCE technical resources proactively manage all aspects of support releases and configuration, onsite as needed, and conduct semiannual health checks, code currency planning, and implementation of the recommended updates. Quarterly remote change support is available onsite to provide customers with assistance in implementing best-practice recommendations.


Maintaining the integrity of each Vblock system is critical to business operations. During the response to a service request, if it is determined that the issue root cause relates to a software problem and the issue is addressed in a support patch, VCE technical resources will remotely assist the customer with implementing the required support patch. VCE eliminates much of the risk in applying these support patches on the Vblock system, which results in higher availability and increased operational efficiency.

With VCE Core Support, technical experts seamlessly and remotely implement necessary critical and qualified support patches when required to remediate any issues. VCE Plus Support provides customers with an additional sense of security as the Customer Advocate and experts on the Vblock system collaboratively implement support patches remotely with complete awareness of the entire installed base, thereby reducing any risk associated with software patch deployment. VCE Premier Support provides the option of onsite support patch implementation, as needed, by a qualified VCE resource in collaboration with the Customer Advocate.

VCE Support Maximizes Business Value of Investments in Vblock Systems

The VCE Support portfolio for Vblock 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 customer investment in Vblock systems with an integrated support portfolio that increases system availability, reliability, and productivity.

ABOUT VCE

VCE, formed by Cisco and EMC with investments from VMware and Intel, accelerates the adoption of converged infrastructure and cloud-based computing models that dramatically reduce the cost of IT while
improving time to market for our customers. VCE, through Vblock Systems, delivers the industry’s only fully integrated and fully virtualized cloud infrastructure system. VCE’s prepackaged 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. For more information, go to www.vce.com.