

Service Description: VCE Premier Support

Related Documents

This Service Description document should be read in conjunction with the following documents: (1) VCE End User License Agreement; (2) VCE Product Life Cycle; and (3) VCE Core Support Service Description, each of which is incorporated herein.

Direct Purchase from VCE

If Customer has purchased this Support Service directly from VCE, this Service Description is incorporated into the purchasing agreement with VCE. With respect to the VCE Product(s) subject to this Service Description, any conflicting support service terms and conditions stated in such purchasing agreement are modified to the extent stated herein. In the event of a conflict between this Service Description and the purchasing agreement, this Service Description shall govern.

Purchase via VCE Authorized Partner

If the Customer has purchased this Support Service through a VCE Authorized Partner, this Service Description establishes the terms governing VCE's provision of this Support Service. Any additional or conflicting support service terms and conditions stated in the contract between Customer and Customer's VCE Authorized Partner are expressly not agreed to or assumed by VCE.

This VCE Premier Support Service is intended to supplement a current support agreement for Products and is only available where all Product(s) in Customer's Install Location are supported through a minimum of VCE Core Support Services. VCE shall provide the VCE Premier Support Service described herein for which VCE has been paid the appropriate fee.

Effective for program enrollment orders placed on or after April 14, 2014.

VCE Responsibilities

In addition to Core Support Services, VCE will provide the following:

VCE Account Management

- **Support Coordination:** VCE will designate an individual ("Customer Advocate" or "CA") to act as the primary non-technical liaison and point of contact between the Customer and VCE to provide Deliverables and coordinate support activities.
- **Production Prep Coordination:** The CA will act as the Customer's single point of contact during the transition period between Installation and System Production to (a) navigate VCE support processes; and (b) maintain awareness with VCE account team representatives and Customer's local field engineers of all Product support activity.

- **Care Log Reporting:** On a weekly basis, the CA will review Service Requests related to Customer's Product and deliver standard reports to the Customer.
- **Support Operation Business Review:** On a semi-annual basis, the CA and Customer will conduct an Operational Business Review on the Deliverables to review Customer's business objectives. The Operational Business Review may include (a) measurable key performance indicators; (b) support related trends; (c) program goals; and/or (d) support program accomplishments.
- **Entitlement Review:** Upon Customer's request, but limited to once a semi-annual basis, the CA will perform a review of support service entitlement data and perform an analysis of support delivery against entitlement service level objectives.
- **Contract Gap Analysis:** Upon Customer's request but limited to a semi-annual basis; VCE will review Customer's purchase of Support Services as described in the applicable Service Description at the time of purchase and the associated supported Products to maintain the correct level of Support Services.
- **Root Cause Analysis:** reports will be made available a maximum of two (2) times per year, on each Vblock System, for impacting events with: significant data loss, significant data unavailability or complete loss of service. Logs and data pertaining to the event must have survived recovery actions and made available to complete the report.

Escalation Management

- The CA will manage and track production impacting events reported to VCE until service is restored and will use commercially reasonable efforts to (a) coordinate with knowledgeable staff at VCE and its suppliers; (b) provide executive awareness for unresolved Severity 1 cases; and (c) provide regular updates to Customer with regard to outstanding issues and action plans.
- VCE will designate an engineer to (a) provide remote problem resolution, of critical cases at the Product level, focusing primarily on Severity 1 cases and other Severity Level cases that VCE deems critical and (b) provide optimization support deliverables include Health Check Reports and Remote Change Support.

Optimization Support

- **Health Check Reports:** On a semi-annual basis, VCE will conduct a Health Check to generate a report with best practice recommendations to upgrade Customer's current Product configuration to the validated Configuration Matrix and will assist Customer with developing a plan to implement such recommendations.

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- **Remote Change Support:** On a semi-annual basis, VCE will provide scheduled remote support during an upgrade window as needed to implement changes that align with the Health Check recommendations according to the developed plan.
- **On-site Change Support:** On a semi-annual basis, VCE will provide scheduled On-site support during an upgrade window as needed to implement changes that align with the Health Check recommendations according to the developed plan with mutually agreed to notification.

Customer Responsibilities

The provision of Premier Support Services by VCE assumes that Customer will:

- Designate a representative to act as the primary interface with VCE.
- Attend regularly scheduled conference calls for open case reviews.
- Provide reasonable electronic access to Customer's Product to assist VCE in providing support.

Supplemental Glossary of Terms

- **Customer Advocate (CA)** means a designated VCE individual to act as the primary non-technical liaison point of contact to provide Deliverables and Activities.
- **Configuration Matrix** means a specific set of EMC, Cisco, and VMware hardware and software components that are (a) defined by VCE Product Management; (b) designed by VCE Product Engineering; (c) validated by VCE Quality Assurance; (d) documented by VCE Tech Publications; and (e) supported by VCE Customer Support Services.
- **Deliverables** means the reports and documents to support the activities defined herein.
- **Health Check** means tests run on the Product to compare Customer's current configuration to the validated VCE Configuration Matrix.
- **Installation** means the installation phase when the Product is (a) physically installed at the Install Location; and (b) powered up.
- **System Production** means the installation phase when the Product has passed end-to-end test plans.

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