Redcentric
VMWARE BROADCOM FLEX
SUPPORT SERVICE DEFINITION

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redcentric

AGILE • AVAILABLE • ASSURED

Contents

1. Introduction

The following document details the support service that Redcentric provides to customers that have purchased VMware VCF/VVF Licence and Support products. The document outlines the product feature, service scope, operating hours, SLAs and escalation routes.

2. Product Features

The service elements of Redcentric VMware Broadcom Support includes:

- Triage
- Root cause analysis
- Recommendation for potential break fix remediation following an issue or outage
- Managing liaison with Broadcom technical support

These services are available across VMware products as specified in section 4.

The service has been designed to support customers with a base level of support during the transition to the new Broadcom support structure. It will be underpinned by Redcentric's VMware specialist technical engineers and Redcentric's status as a Principle Partner within the new support structure.

The scope of the service covers support for the following VMware/Broadcom products:

- VCF
- VVF
- vSphere Foundation
- vSphere Essentials

All other VMWare/Broadcom products are subject to different licensing and support arrangements and are as such out of scope of this service definition (e.g. Velocloud, Horizon, Carbon Black)

3. Service Scope

The following table details VMware products Redcentric can support.

3.1. Scope of Services

VMware Product	Redcentric Triage and Troubleshooting	Broadcom Triage and Troubleshooting
vSphere	✔	✔
NSX	✔	✔
vSAN	✔	✔
Cloud Foundation	✔	✔
Aria Operations	✔	✔
Aria LogInsight	✔	✔
Aria NetworkInsight	✔	✔
Site Recovery Manager	✔	✔
Cloud Director	✔	✔
Cloud Director Availability	✔	✔
Aria Automation	✖	✔
Aria Orchestration	✖	✔
HCX	✖	✔
VMC (AWS)	✖	✔
Integrated Openstack (VIO)	✖	✔
Tanzu	✖	✔

Where triage/troubleshooting is picked up by Broadcom, Redcentric will coordinate customer interaction with Broadcom.

This service scope is limited to triage and general configuration advice only. No patches or version upgrades can be made available unless customer subscribes to a VMware by Broadcom services and support subscription. Where a documented known issue fixed by a corresponding patch or version upgrade exists, Redcentric response is limited to advisory only, which may include mitigation or workaround (where available).

4. Prerequisites

- Customer must commit to making at least 2 competent VMware engineers available with appropriate access rights and permissions to carry out diagnostic and triage activities.
- Provision of documentation of configuration, including virtual and physical network architecture, ESX server configuration, Storage architecture, and VMware tools in use. This shall include versions of all VMware software components deployed.

- Provision of logical flow documentation for each workload running on their VMware estate upon request when required to resolve a service request or incident.
- Provision of contact details and authorisation for named personnel granted access to the service.
- Agreement to use of web conference and remote screen sharing where necessary to enable service requests to be carried out.

5. Service Delivery

5.1. Service Delivery Management

Service Delivery Management is the overarching management of the end-to-end contractual deliverables of the Business as Usual (BAU) service.

Redcentric will designate a Service Delivery Manager (SDM) to act as the primary liaison between the customer and Redcentric's operational, architectural and commercial functions. The SDM will be responsible for the following:

Scope Inclusions
In the event of a hierarchal service escalation, work with the service desk and operations team to ensure BAU service is restored
Owning any deficiencies in service and act on new requirements that would modify the contract
At regular intervals, measuring how satisfied a customer is with Redcentric services and, over time, the trends shown by this information can be used to manage service levels
Schedule and facilitate Service review meetings Service Review Meetings will be conducted remotely via a web collaboration tool (e.g. Teams), or at the Customer site, covering the following: • Review and discuss KPI performance • Customer Satisfaction • Service Enhancements
Standard Service Review reporting
Telephone/Remote Support All Support/Managed Services are delivered remotely, unless on-site engineering is contracted separately.
24x7x365 Service Desk Access to the Redcentric ITSM platform and L1 Service Desk Analysts for first line fix or resolution.

6. Out of Scope Service Elements

Anything not described in this document.

For the avoidance of doubt, the below activities are outside of the Redcentric VMware Broadcom Support once Onboarded and are chargeable activities, based on Redcentric's standard rate card, usually instigated as part of a project or though change.

The business-as-usual service does not include:

- Resolution of issues caused by application problems and highlighted by Redcentric through the VMware Broadcom Flex Support to the Customer for action
- Any security beyond that described in this VMware Broadcom Flex Support Offering Description (e.g. Security Policy).
- Implementation of changes/fix.

- Support for VMWare product versions that are no longer eligible for VMware/Broadcom general support.

- Virtual Machine Guest Operating System, Database, middleware, and Container support unless a customer subscribes to applicable Redcentric Managed Services.

- Support for customer provided software automation, including 3rd party software products, that interface with VMware provided software.

- Service monitoring unless a Redcentric service including monitoring is subscribed to.

- Physical network security and mitigation including but not limited to Firewalls, VLAN configuration, and DDoS protection.

- Environments with pre-existing hardware faults unless the customer commits to resolving these issues with their hardware vendor within 1 month of service acceptance.

- Hardware and datacentre availability.

- Architectural advice.

- Business Continuity and Disaster Recovery unless a customer subscribes to applicable Redcentric Managed Services.

- Cyber security vulnerability monitoring, incident response and resolution unless a customer subscribes to applicable Redcentric Managed Services.

7. Service Availability

7.1. Service Hours Definition

There are 2 levels of Redcentric service hours, defined as follows.

Service Hours Description	Definition
24x7x365	Available 24 hours a day, 7 days a week, 365 days a year.
Redcentric UK business hours (PBH)	09:00 am to 17:00 pm GMT / BST (as applicable) Monday to Friday excluding UK public holidays

7.2. Applicable Service Hours

Service Management Activity	Service Hours
Redcentric Service Desk	24x7x365
Support Request Management	Redcentric UK business hours
Incident Management (P1)	24x7x365
Incident Management (P2 & P3)	Redcentric UK business hours
Problem Management (RCA)	Redcentric UK business hours
Configuration Management	Redcentric UK business hours

The management of support requests (covering requests for information, ticket updates and request for change) will be provided within Redcentric business hours, to ensure the quality of the communication channels.

More specific aspects of service management, such as root cause analysis where the underlying cause of an incident is not yet identified – known as a problem – and the management of change and releases are also carried out within Redcentric business hours to ensure the rigorous and effective delivery of these service elements.

Support outside of Redcentric UK business hours is limited to Business Critical incidents (production service outage). Customer must commit to making competent VMware engineers available for duration of out-of-hours incident support request.

7.3. Redcentric Service Levels

Target availability for the Redcentric services underpinning the Customer services.

Service	Target Service Level	Definitions
Redcentric Service Desk	99.90%	Service Desk availability to raise support requests for Customer.

Service Availability target is defined as the percentage of time for which the service is available to the users.

$$\text{Service Availability} = \frac{\text{Agreed Service Hours} - \text{Service Downtime Hours}}{\text{Agreed Service Hours}} \times 100\ \%$$

Notes:
All availability targets are to be calculated on a rolling 12-month basis.

Availability calculations will exclude outages where root cause is determined to be outside of the Platform components under Redcentric control.

7.4. Incident Management, Service Desk and Service Levels

In the context of IT services, an incident is any event that causes a disruption to normal service. The primary goal of Incident Management is to restore normal service as quickly as possible after any disruption and to minimize the impact on business operations.

Where the cause of an incident is not immediately identified, service may be restored by implementing a work-around. In such a case, the incident may be referred to Problem Management to determine a permanent solution that can be implemented later.

7.5. Incident Priority

Incident priorities influence the time to respond and restore service. Priorities are calculated based on the urgency and impact associated with an incident. Using impact and urgency ratings, Redcentric will prioritise all tickets on a scale of 1 to 4 as follows:

	Urgency		
Impact	Service disruption caused by the incident will increase rapidly. Highly time sensitive work cannot be completed.	The damage caused by the incident increases considerably over time.	The damage caused by the incident does not increase over time.
Service disruption is widespread, a large number or business critical end users are unable to do their job, or many of the customer's customers are affected. The financial impact of the incident is significant.	P1 (Major Incident)	P1	P2
A moderate number of the customer's end users or the customer's customers are inconvenienced. The financial impact of the incident is limited.	P1	P2	P3
A small number of the customer's end users or customer's customers are affected. The financial impact of the incident is minimal.	P2	P3	P4
A service interruption which has a minor adverse impact or a service request	P3	P4	P4

7.6. Response Targets

Redcentric's standard response times for each incident priority level are shown below, all hours are based on the geography of the customer location.

An incident will be assigned to the most appropriate team for response. Throughout the response process, the Incident will be updated to indicate progress.

Where a service issue is related to a third-party service Redcentric will raise all appropriate tickets and/or escalations with relevant vendor (e.g. Broadcom) if the relationship is directly with Redcentric. In this case, the vendor's terms of service/condition apply for incident resolution.

Priority	Definition	Target Response	Hours in Effect
P1	A system or application is down and defined as critical by the customer The system/application has a material impact on the ability to carry out business as usual	4 hours	24 x 7 x 365
P2	A non-critical system or application that is being affected or down to such a degree as to impede business as usual	8 hours	Mon – Fri 08:00 – 18:00
P3	An issue affecting services that is not business critical	36 hours	Mon – Fri 08:00 – 18:00
P4	A non-business impacting event requiring investigation	5 business days	Mon – Fri 08:00 – 18:00

7.7. Escalation Management

REDCENTRIC's ITSM system will monitor the lifecycle of an incident according to its priority. An incident can be escalated for two main reasons:

✓ Technical (or functional) escalation is the process of re-assigning an incident from one team to another based on the skills required to resolve the incident; and

✓ Management (or hierarchical) escalation refers to the involvement of increasing senior levels of management in the efforts to resolve an incident.

Technical escalations can be completed as follows:

Escalation Level	Role	Contact	Contact Detail
1	Service Desk	Telephone, Ticket	TBC
2	Service Desk Lead	Telephone	TBC
3	Operations Director	Telephone	TBC
4	Head of Service Delivery	Telephone	TBC

8. Glossary of Terms

8.1. Acronym Key

Acronym	Expanded Term
AoC	Attestation of Compliance
APM	Application performance monitoring
CDR	Customer design requirements
CSP	Cloud Service provider
MCSP	Managed Cloud Service provider
M365	Microsoft 365 Platform
CVE	Common vulnerability and exposures
DRaaS	Disaster recovery as a service
IaC	Infrastructure as code
IDS	Intrusion detection services
IPS	Intrusion prevention services
ITIL	Information Technology Infrastructure Library
PCI DSS	Payment Card Industry Data Security Standard
RCA	Root cause analysis
SLA	Service-level agreement
SME	Service management executive
SOC	Security Operation Center
TAM	Technical account manager
WAF	Web application firewall

8.2. Definitions

Term	Description
Onboarding	Onboarding occurs when you transition to the service.
Outage	A period of time when the Service is not Available. Also referred to as "Down- time"
Problem	A cause of one or more Incidents.
Response	A notification from the Service Centre to the Customer that a call or an automatic alert has been received by REDCENTRIC and, where possible, REDCENTRIC has advised the Customer of action to be taken and estimate of timeframe;

Service Level	Defines the level of services the functionality included and hours of support
Time to Resolve	The elapsed time between the incident being placed in the appropriate DBMaaS queue for the REDCENTRIC Personnel responsible for the resolution and the time of the implementation of a fix or applicable workaround that corrects the Incident time of the implementation of a fix or applicable workaround that corrects the Incident

9. Disclaimer

This information is subject to formal contract and is an indicative and unqualified invitation to treat not capable of acceptance. no contractual relationship shall exist until formal contract documentation has been negotiated and executed by both parties.

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