



## Redcentric's VMware Flex Support

For organisations transitioning their VMware licenses and have a third party support need, this service provides a short-term support path. It is ideal for those managing a transitional period between the old and new VMware licensing model.

As a Tier 1 VMware partner, Redcentric can be your support for escalations with your VMware estate, until your long-term licensing and support requirements are confirmed with VMware by Broadcom.

### This service includes:

- Access to a 24/7 UK-based support team
- Available 24/7 to meet key business requirements
- Available during business hours for lower priority and support requests
- The highest levels of expertise, with the team made up of fully certified VMware engineers
- Several years' experience including the most recent and most advanced release of VCF (version 5) – we are currently the only cloud services provider running a production VCF5.1 estate
- Subject to an onboarding process and acceptance by Redcentric

### Term

The initial term is six months, with an option to terminate early should you move to contract your VMware license subscriptions through us.

### Pricing

Flexible pricing – aligned to the size of your estate with a minimum commitment.

For those needing further assistance in optimising their estate and moving to fully enabled VCF environment, we are able to offer consultant and professional services to aid that journey.

### Contact us

For more information, or to see how Redcentric can support you with your VMware licensing transition, please contact us on:

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