

What should you look for in your CSP's support process?

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Evaluate your CSP's support process today to ensure you are not at risk of non-compliance and potential penalties. As a requirement of the CSP programme there are rules that must be adhered to. Here's a checklist of things you need to look out for:

- Clear Communication Channels**
Understand how support tickets are handled and where they go after raising an issue.
- Defined Process Flows**
Confirm the flow from the first call to resolution for various scenarios.
- Broadcom-Compliant Support**
Verify that the CSP meets the requirements of support for a VMware by Broadcom partner.

Adhere to VMware by Broadcom's support rules:

- Entitlement:** Partner's initial response to an end-user-initiated request for support.
Includes: Verification and validation of services, logging the call, and dispatch of the request for support.
- Level 1:** Services provided by partner in response to customer's request for support.
Includes: gathering and identifying errors in logs; answering installation, configuration, and usage questions; problem isolation and identification; response to customer's problem documented in VMware publications.
- Level 2:** Services provided by partner to perform an in-depth analysis of the suspected problem.
Includes: attempt to re-create the problem and provide acceptable problem resolution or workaround.
- Level 3:** Services provided by VMware to resolve complex problems.
Includes: resolution of problems resulting from design or manufacturing defects, or complex interactions between VMware's product and another product.
- Escalation Management:** Customer situation/escalation management.
Support partner's responsibility to manage the support relationship and ongoing communication with the customer during Level 3 support and escalation management interactions.

HERE AT REDCENTRIC WE HAVE

Access to Redcentric's VMware by Broadcom Technical Account Managers

Our partnership with Redcentric grants you indirect access to their VMware by Broadcom Technical Account Managers.

Best Practices with VCF 5.1

Redcentric is the only partner globally fully utilising VCF 5.x technology. This allows you to maximize your ROI through optimised deployment practices.

L1-2 Support Desk

We offer L1-2 support desk services covering the Broadcom support rules mentioned above. Broadcom will be strict on these requirements, and we can assure you that support tickets will be handled effectively and within Broadcom's requirements.

Contact us

As a VMware by Broadcom Pinnacle partner, we're committed to helping support you.

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