

VMWARE TECHNICAL SUPPORT

GENERAL DESCRIPTION OF SERVICES

The provision of remote engineering services to review, advise, and resolve issues surrounding software and the operating system on supported VMware products with a perpetual license.

SERVICES AND DELIVERABLES

A. VMware Technical Support

PPT will provide reactive remote guidance and support (“Services”) for the deliverables in the below table.

PPT will also offer short-duration support (restricted to six hours or less) to address issues, challenges or questions related to the VMware products from the table below that are identified in the customer’s Order Schedule. This includes offering expert advice and best practices to support in resolving issues and improving performance.

DELIVERABLE	DESCRIPTION	VSPHERE AND VCENTER	VSAN	NSX NETWORKING	SITE RECOVERY MANAGER	HORIZON
Error Log Analysis	Providing technical support on analysing system and application logs to identify the cause of errors.	●	●	●		●
vCenter User Management Queries	Providing technical support on adding, removing, or modifying users and groups within the Customer’s VMware environment.	●				
Datastore Management Queries	Providing technical support on managing capacity to function in an optimal manner.	●	●			
Cluster Management Queries	Providing technical support on best practice configuration across the cluster to maximize performance and resilience within the Customer’s environment.	●	●	●		
Host Management Queries	Providing technical support on best practice configuration on ESXi hosts to maximize performance and resilience within the Customer’s environment.	●	●	●		

DELIVERABLE	DESCRIPTION	VSPHERE AND VCENTER	VSAN	NSX NETWORKING	SITE RECOVERY MANAGER	HORIZON
Performance Queries within the vCenter	Providing technical support on performance tuning to ensure that the customer's environment runs at optimal performance.	●	●	●		
Virtual Machine Creation and Template Management Queries	Providing technical support on the creation and update of virtual machine templates from which to deploy the Customer's virtual estate.	●				
Disaster Recovery (DR) Configuration Review	Issues that arise during the setup or post-execution of a disaster recovery (DR) process, where SRM is unable to effectively manage the failover to a secondary site.				●	
Test Failover Scenarios/ Non-disruptive DR Testing	Issues which arise during the failover simulation of virtual machines (VMs) from a primary site (production) to a recovery site (disaster recovery) to validate disaster recovery (DR) plans without affecting the production environment.				●	
Geo-replication of Workloads	Issues which arise during the process of replicating virtual machines (VMs) and their associated data between geographically dispersed sites.				●	
Automated VM Failback	Issues encountered during the process of automatically returning virtual machines (VMs) from a recovery site back to the primary (or original) production site after a disaster or planned failover event has been resolved.				●	
Horizon appliances Configuration Queries	Guidance on examining and interpreting error logs generated by various components within the VMware Horizon environment.					●
Horizon VDI User Management	Guidance on setting up and customizing various components and settings within the VMware Horizon environment to meet the specific requirements and preferences of a customer's organization.					●

DELIVERABLE	DESCRIPTION	VSPHERE AND VCENTER	VSAN	NSX NETWORKING	SITE RECOVERY MANAGER	HORIZON
Performance Queries within Horizon	Guidance on managing user accounts, access rights, entitlements, and profiles within the VMware Horizon environment. This encompasses various tasks and capabilities aimed at controlling user access to virtual desktops, published applications, and resources, as well as ensuring a seamless and secure user experience.					●
Virtual Desktop Deployment/Management Queries	Guidance on monitoring, optimizing, and ensuring the performance of the VMware Horizon environment to provide a responsive and reliable virtual desktop and application experience for end-users.					●

The Services have been designed in two levels:

- **5 x 9** – This is intended for non-critical platforms, providing support during regular business hours.
- **7 x 24** – This is intended for a production environment, providing access to our support teams around the clock.

PPT will provide appropriate support resources to deliver the Services to support the customer's VMware environment ("Covered Systems") in English. Specifically, the PPT remote engineering team ("Technical Support") will provide general remote support (for example, via phone or screen-sharing) on the Covered Systems.

VMware Technical Support will include the following:

1. **Incident ticket creation:** The process begins with the Customer creating a ticket within Central Park, the PPT customer portal. The Customer point of contact will be provided with an initial response, representing acknowledgement of the ticket.
2. **Incident guidance:** The PPT support team or individual will engage with the Customer point of contact listed on the ticket to understand the current objective and desired outcome. The PPT support team or individual will advise the Customer on steps towards resolution.
3. **Incident closure:** Once support has been provided to the Customer and the Customer confirms that the request has been addressed, the ticket is marked as completed and closed.

All activities are transparent to the Customer, which will have visibility to incident tickets, engineering notes and progress through Central Park. Credentials for access to Central Park will be provided during the contract onboarding process.

Customer is responsible for ensuring that the appropriate Customer personnel are available to work with the PPT Technical Support team as the activities are collaborative in nature. The Customer personnel must be able to communicate in English. The Services are conditioned on this Customer collaboration. The Customer must have a fundamental understanding of the issue and the capability to replicate it, in addition to knowledge of their wider environment, to assist PPT in diagnosing the issue. The Customer must be able to perform issue determination and resolution activities, such as, but not limited to, capturing logs, error messages and collecting configuration information. PPT will only be able to provide troubleshooting support on issues for which supporting troubleshooting information, such as logs, are available. PPT reserves the right to close tickets for which requested information to support with troubleshooting has not been provided. PPT's service commitment consists of the consultative support provided herein and may not deliver any specific deliverable or result. No warranty may be created or extended by sales representatives or written sales materials.

A. ACTIVITIES OUT OF SCOPE

- Preparation of Root Cause Analysis (RCA) reports and any other associated activities.
- Installation, day-to-day system administration, or initial configuration of any VMware software solutions.
- Activities relating to the supply/ downloading or the deployment of software patches for any Broadcom/ VMware products, including bug fixes, security updates or minor/ major version upgrades. However, PPT will remediate any issues encountered during the upgrade process once it has been undertaken by the Customer.
- Troubleshooting of any issues during a live disaster recovery invocation or test.
- Activities related to the removal or replacement of a VMware offering.
- Any installation, configuration, or troubleshooting relating to a third-party product.
- License activation and compliance resolution on VMware products with a subscription license.
- Patch Management and Update Scheduling/ Coordination.
- Performance Analysis and Tuning.
- Change Management activities, including but not limited to updating change records or attending CAB meetings.
- Underlying hardware issues.
- Monitoring and Alerting.
- ITSM (Ticketing System Integration).
- System Security Hardening Activities.

PERFORMANCE STANDARDS; SLAS & KPIS

A. SLAs – Operating System Support

- Park Place VMware Technical Support – 5 x 9

The following sets forth the response time commitments of PPT under this service with respect to the incidents and severity:

	LOW	NORMAL	HIGH	URGENT
SEVERITY	Severity 4	Severity 3	Severity 2	Severity 1
SLA RESPONSE TIME	8 x 5 x 12 UK and US EST business hours	8 x 5 x 12 hours UK and US EST business hours	8 x 5 x 8 hours UK and US EST business hours	8 x 5 x 4 hours UK and US EST business hours
DESCRIPTION	Request for advisory- type questions.	Performance of system degraded with workarounds available	Performance of key components are significantly degraded or key group of users suffering poor performance during significant period	Key component unavailable or key group of users unable to access the VMware environment.

SLA Response Times: This is the number of hours within which PPT will respond to the incident ticket. For example, “4” means a 4-hour response time (for example, 7x24x4). Response time begins when (a) the initial call for service has been received and acknowledged by the PPT Solutions Support Centre and (b) PPT has completed the initial review and confirmed that the request relates to Covered Systems included on the Order Schedule. Customer may choose a response time outside of (slower than) the contracted response time based on its business needs.

- Park Place VMware Technical Support – 7 x 24

The following sets forth the response time commitments of PPT under this service with respect to the incidents and severity:

	LOW	NORMAL	HIGH	URGENT
SEVERITY	Severity 4	Severity 3	Severity 2	Severity 1
SLA RESPONSE TIME	24 x 7 x 12 hours	24 x 7 x 8 hours	24 x 7 x 4 hours	24 x 7 x 30 minutes*
DESCRIPTION	Request for advisory-type questions.	Performance of system degraded with workarounds available.	Performance of key components are significantly degraded or key group of users suffering poor performance during significant period.	Key component unavailable or key group of users unable to access the VMware environment.

* Technical engagement will be available within 60 minutes.

SLA Response Times: This is the number of hours within which PPT will respond to the incident ticket. For example, “4” means a 4-hour response time (for example, 7x24x4). Response time begins when (a) the initial call for service has been received and acknowledged by the PPT Solutions Support Centre and (b) PPT has completed the initial review and confirmed that the request relates to Covered Systems included on the Order Schedule. Customer may choose a response time outside of (slower than) the contracted response time based on its business needs.