

Veeam Production Support (R6S45AAE)

Veeam Production Support - Technical support (additional) - for Veeam Backup & Replication Universal License - ESD - phone consulting - 2 years - 24x7 - response time: 1 h

Production Support program provides 24/7 software support services and fast response times for critical issues. To receive production support, all production licensed sockets for a product must be licensed at Production Support levels.

Key Selling Points

- Fast data recovery
- Data protection modernization
- Transformation of danocentric workloads

Product Features

- Fast data recovery  
Reap the full potential of your company's data with rapid recovery from cyber attacks at a higher level of granularity.
- Modernize data protection  
Eliminate upfront capital expenditures and the risk of resource over-allocation with on-demand, cloud-type backup and recovery services.
- Transform danocentric workloads  
Protect corporate IT environments that include extensive containerized application deployments.

Main Specifications

|                      |                                                                                                                        |
|----------------------|------------------------------------------------------------------------------------------------------------------------|
| Product Description  | Veeam Production Support - technical support (additional) - for Veeam Backup & Replication Universal License - 2 years |
| Service & Support    | Technical support (additional)                                                                                         |
| Service Included     | Phone consulting                                                                                                       |
| Full Contract Period | 2 years                                                                                                                |
| Response Time        | 1 hour                                                                                                                 |
| Service Availability | 24 hours a day / 7 days a week                                                                                         |
| Software Title       | Veeam Backup & Replication Universal License                                                                           |
| Licensing Details    | ESD                                                                                                                    |

Extended Specification

General

|                      |                                |
|----------------------|--------------------------------|
| Type                 | Technical support (additional) |
| Service Included     | Phone consulting               |
| Full Contract Period | 2 years                        |
| Response Time        | 1 hour                         |
| Service Availability | 24 hours a day / 7 days a week |

Details

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|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service & Support | Phone consulting - 2 years - response time: 1 hour - availability: 24 hours a day / Monday-Sunday - severity level 1 ¦ Phone consulting - 2 years - response time: 3 hours - availability: 24 hours a day / Monday-Sunday - severity level 2 ¦ Phone consulting - 2 years - response time: 6 hours - availability: 24 hours a day / Monday-Sunday - severity level 3 ¦ Phone consulting - 2 years - response time: 8 hours - availability: 24 hours a day / Monday-Sunday - severity level 4 ¦ Web support - 2 years - availability: 24 hours a day / Monday-Sunday ¦ New releases update - 2 years ¦ Web knowledge base access - 2 years |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Software

|                   |                                              |
|-------------------|----------------------------------------------|
| Software Title    | Veeam Backup & Replication Universal License |
| Installation Type | Locally installed                            |
| Licensing Details | ESD                                          |