

Veeam Production Support (R6S31AAE)

Veeam Production Support - Technical support (additional) - for Veeam Availability Suite Universal - ESD - phone consulting - 4 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 Availability Suite Universal - 4 years
Service & Support	Technical support (additional)
Service Included	Phone consulting
Full Contract Period	4 years
Response Time	1 hour
Service Availability	24 hours a day / 7 days a week
Software Title	Veeam Availability Suite Universal
Licensing Details	ESD

Extended Specification

General

Type	Technical support (additional)
Service Included	Phone consulting
Full Contract Period	4 years
Response Time	1 hour
Service Availability	24 hours a day / 7 days a week

Details

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

Software Title	Veeam Availability Suite Universal
Installation Type	Locally installed
Licensing Details	ESD