

Veeam Production Support (R8E40AAE)

Veeam Production Support - Technical support (renewal) - for Veeam Disaster Recovery Orchestrator -
Licence-To-Use - ESD - co-term - phone consulting - 1 month - 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 (renewal) - for Veeam Disaster Recovery Orchestrator - 1 month
Service & Support	Technical support (renewal)
Service Included	Phone consulting
Full Contract Period	1 month
Response Time	1 hour
Service Availability	24 hours a day / 7 days a week
Software Title	Veeam Disaster Recovery Orchestrator
Licence Type	Licence-To-Use
Licensing Details	Co-term - ESD

Extended Specification

General

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

Details

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

Software Title	Veeam Disaster Recovery Orchestrator
Installation Type	Locally installed
Licence Type	Licence-To-Use
Licensing Details	Co-term - ESD

Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet