



3.2 VCSP Production Support

VCSP Production Support program provides 24/7 software support services and fast response times for critical issues. Production level support is available for all VCSP Partners who follow the following commitments and expectations:

- VCSP Partners are fully responsible for level one direct technical support of their customers and should establish a process to triage incoming level one issues from end users by accessing publicly available Veeam product documentation.
- When a technical issue goes beyond the partner's ability to solve, the partner will engage Veeam Support for assistance via the ticketing portal located here.
- Veeam Support provides a global dedicated level two group of support personnel working 24x7x365 who specialize in working with VCSP Partners and their product portfolios.
- Upon creating a ticket with Veeam Support it is expected to provide required logging information in the portal (instructions can be found here) and to provide Veeam Support with a Veeam product error message from the logs or graphical interface to provide Veeam a useful diagnostic starting point for analysis.
- Customers of VCSP Partners do not have the ability to directly engage Veeam Support unless the customer owns separate contracts with Veeam directly. All support engagements will be coordinated through the VCSP Partner, and the partner will be responsible for managing the communication process with their customer and Veeam Support.
- If Veeam Support requires contact directly with the customer of the VCSP Partner, that partner will coordinate and participate in that communication.
- Based on the Veeam Support Policy, VCSP Partners may not set your customers as case administrators of your VCSP account. Additionally, doing so poses a security risk to the information you maintain for all your customers.
- Partner SLAs to their clients are independent of SLA arrangements between the partner and Veeam. Please consider using Veeam's first response SLAs in section 4.5 before defining your own SLA to your customers.