VMware vSphere/vCenter Support
EXPERT, EFFICIENT, AND COST-EFFECTIVE TECHNICAL SUPPORT

Smart 3rd Party offers comprehensive technical support for VMware vSphere and vCenter environments. Our service is designed to deliver reliable, enterprise-grade assistance at a significantly lower cost than OEM support. Our certified support engineers are available to help you troubleshoot, optimize, and manage your virtual infrastructure with confidence.

SUPPORTED DELIVERABLES – VSPHERE & VCENTER

ERROR LOG ANALYSIS: Expert analysis of system/application logs to quickly identify and resolve issues.

VCENTER USER MANAGEMENT QUERIES: Assistance with user/group creation, roles, and access configurations.

DATA STORE MANAGEMENT QUERIES: Support for storage usage, capacity planning, and performance optimization.

CLUSTER MANAGEMENT QUERIES: Guidance on cluster settings, HA/DRS, and best practices for stability and efficiency.

HOST MANAGEMENT QUERIES: Support with ESXi host configuration, resource allocation, and troubleshooting.

VIRTUAL MACHINE & TEMPLATE MANAGEMENT: Help with VM provisioning and template lifecycle management.

SRM – CONFIGURATION REVIEW & HEALTH CHECKS: Configuration validation and proactive reviews to ensure disaster recovery readiness.

WHY SMART 3RD PARTY?

- 80% cost savings vs OEM support
- Tier-3 VMware certified engineers
- Flexible contracts, gap coverage, and global support
- Centralized ticketing and fast issue resolution

Contact us to learn how Smart 3rd Party can extend and optimize your VMware environment.

SIMPLIFIED SUPPORT OPTIONS

FEATURE	S3P SUPPORT – BASIC	S3P SUPPORT – PREMIUM
Support Availability	8x5	24x7
SEV 1 Response Time	4 Hours	30 Minutes
SEV 2 Response Time	8 Hours	4 Hours
SEV 3 Response Time	12 Hours	8 Hours
Unlimited Support Requests	✔	✔
Remote Support	✔	✔
Certified VMware Engineers	✔	✔
Flexible Contracts & SLAs	✔	✔