

EAGLEWATCH SUPPORT FOR VMWARE

We provide a single point of contact to help ease the stress of VMware maintenance and support.

Trust the lifecycle
maintenance and
support of your
VMware Environment
to the experts

VMware customers are faced with navigating complex changes brought on by the platform's recent acquisition. Eagle Technologies helps customers alleviate these challenges with **EagleWatch Lifeline** and **EagleWatch Lifecycle Support for VMware**.

Eagle is a long-time VMware partner and applies nearly 20 years of experience in virtualization design, integration, and support to provide a true concierge support experience.

Contact your Eagle Account Executive today to learn more about **EagleWatch Lifeline** and **Lifecycle Support for VMware**.



OPTION 1: EAGLEWATCH LIFELINE FOR VMWARE

With **EagleWatch Lifeline**, we provide level-one support and act as a single point of contact to help ease the stress of maintaining a healthy VMware environment. This includes:

- White-glove VMware support services providing break-fix, technical assistance.
- Prompt access to Eagle's regional VMware-certified engineering team.
- **EagleWatch Monitoring** to detect and correct report/log monitoring issues in your environment.
- Business hours support coverage (8AM-5PM CST); emergency support available 24X7 for critical issues.

OPTION 2: EAGLEWATCH LIFECYCLE FOR VMWARE

With **EagleWatch Lifecycle**, all the benefits of **EagleWatch Lifeline** above are included along with these enhanced services:

- Quarterly assessments from a senior-level engineer, providing guidance on best practices, as well as minor patching and major upgrades. These recommendations not only help to maintain a healthy environment but also improve your security posture.
- **Lifecycle** updates include quarterly host/vCenter/ESXi patching, zero-day patching and one major upgrade per year.