

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.