



Partner Hot Sheet

Enterprise Support for AWS from Westcon-Comstor

WESTCON-COMSTOR AWS ENTERPRISE SUPPORT OFFERING

WHAT IS THE WESTCON-COMSTOR AWS ENTERPRISE SUPPORT OFFERING?

Westcon-Comstor provides Enterprise Support for AWS. There are two service offerings - Westcon Enterprise Support 8X5 and Westcon Enterprise Support 24X7. These offerings are outlined below, in comparison to other AWS Support offerings.

	BASIC	DEVELOPER	BUSINESS	WESTCON ENTERPRISE SUPPORT 8X5	WESTCON ENTERPRISE SUPPORT 24X7	ENTERPRISE
Customer Service and Communities	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums	24x7 access to customer service, documentation, whitepapers, and support forums
Best Practices	Access to 6 core Trusted Advisor Checks	Access to 6 core Trusted Advisor Checks	Access to full set of Trusted Advisor Checks	Access to full set of Trusted Advisor Checks	Access to full set of Trusted Advisor Checks	Access to full set of Trusted Advisor Checks
Health Status and Notifications	Access to Personal Health Dashboard	Access to Personal Health Dashboard	Access to Personal Health Dashboard and Health API	Access to Personal Health Dashboard and Health API	Access to Personal Health Dashboard and Health API	Access to Personal Health Dashboard and Health API
Technical Support		Business hours** access to Cloud Support Associates via email	24x7 access to Cloud Support Engineers via email, chat & phone	8x5 access to Cloud Support Engineers via email, chat & phone	24x7 access to Cloud Support Engineers via email, chat & phone	24x7 access to Sr Cloud Support Engineers via email, chat & phone
Who can open cases		One primary contact/Unlimited cases	Unlimited contacts/Unlimited cases (IAM supported)	Unlimited contacts/Limited cases* (IAM supported)	Unlimited contacts/Limited cases* (IAM supported)	Unlimited contacts/Unlimited cases (IAM supported)
Case Severity/Response Times*		General guidance: < 24 business hours System impaired: < 12 business hours	General guidance: < 24 business hours System impaired: < 12 business hours Production system impaired: < 4 hours Production system down: < 1 hour	General guidance: < 24 business hours System impaired: < 12 business hours Production system impaired: < 4 hours Production system down: < 1 hour Business-critical system down: (Business Hours) < 15 minutes	General guidance: < 24 business hours System impaired: < 12 business hours Production system impaired: < 4 hours Production system down: < 1 hour Business-critical system down: (After Hours) < 30 minutes Business-critical system down: (Business Hours) < 15 minutes	General guidance: < 24 business hours System impaired: < 12 business hours Production system impaired: < 4 hours Production system down: < 1 hour Business-critical system down: < 15 minutes

	BASIC	DEVELOPER	BUSINESS	WESTCON ENTERPRISE SUPPORT 8X5	WESTCON ENTERPRISE SUPPORT 24X7	ENTERPRISE
Architecture Support		General guidance	Contextual guidance based on your use-case	Contextual guidance based on your use-case	Contextual guidance based on your use-case	Consultative review and guidance based on your applications
Launch Support			Infrastructure Event Management (Available for additional fee)	Infrastructure Event Management (Included)	Infrastructure Event Management (Included)	Infrastructure Event Management (Included)
Programmatic Case Management Third-Party Software Support			AWS Support API Interoperability & configuration guidance and troubleshooting	AWS Support API Interoperability & configuration guidance and troubleshooting	AWS Support API Interoperability & configuration guidance and troubleshooting	AWS Support API Interoperability & configuration guidance and troubleshooting
Architectural Review				Access Architecture & Pre-Sales Review delivered by Westcon AWS Solution Architects	Access Architecture & Pre-Sales Review delivered by Westcon AWS Solution Architects	Access to a Well-Architected Review delivered by AWS Solution Architects
Operations Support				Westcon operational reviews, recommendations, and reporting	Westcon operational reviews, recommendations, and reporting	Operational reviews, recommendations, and reporting
Security Review				1x Free Westcon Security Review with Dome9	1x Free Westcon Security Review with Dome9	
Financial Optimisation Review				Westcon quarterly RI optimisation and Spot instance review	Westcon quarterly RI optimisation and Spot instance review	
Training				Access to online self-paced labs	Access to online self-paced labs	Access to online self-paced labs
Account Assistance				Assigned Westcon Support & Pre-Sales Concierge	Assigned Westcon Support & Pre-Sales Concierge	Assigned Support Concierge
Proactive Guidance				Designated Westcon Technical Account Management	Designated Westcon Technical Account Management	Designated Technical Account Manager
Pricing	Included	Starts at \$29 per month (typically 3%)	Starts at \$100 per month (typically 10%)	Starts at \$1000 per month Up to \$25k per month 17.5% \$25K-\$50K per month 15% \$50k-\$100k per month 12.5% \$100k+ per month 10%	Starts at \$2000 per month Up to \$25k per month 20% \$25K-\$50K per month 17.5% \$50k-\$100k per month 15% \$100k-150k per month 12.5% Over \$150k per month 10%	Starts at \$15k per month

Westcon Enterprise Support 8X5 and 24X7 terms and conditions:

- * Support tickets are limited based on Westcon Fair Use policy
- * Call out fee may apply for non-P1 calls made after hours
- * Non-P1 tickets will be picked up next business day