Tanzu CloudHealth

TECHNICAL SUPPORT OVERVIEW AND RESOURCES

Support Overview

Tanzu CloudHealth Technical Support is committed to delivering enterprise-class, worldwide support to help you achieve your cloud cost management objectives. Our global support centers are staffed with highly skilled support engineers knowledgeable in all aspects and features of the Tanzu CloudHealth platform.

Features & Resources

- Hours of Operation: 24 x 7 x 365

- Support Portal: support.broadcom.com

- Self-Help: CloudHealth Knowledge Articles

- Incident Notification: Broadcom VMware Status Page

Support Entitlement
Access to support requires a valid Site ID which is associated to an active subscription. To open and manage support requests, users must add the Site ID for their organization to their user profile profile on the Broadcom Support Portal. Site IDs are provided to the Technical Contact on the subscription.

CloudHealth Knowledge Base
Adhering to KCS methodology, the CloudHealth Knowledge Base provides customers with the most current guidance for navigating CloudHealth features and troubleshooting known issues.

Critical Issue Response and Communication
Tanzu CloudHealth Technical Support provides 24 x 7 x 365 coverage for Severity 1 issues. Customers can report Severity 1 issues by opening a Severity 1 ticket on the Support Portal or by calling Global Customer Assistance in the US 1.800.225.5224 (outside the US, find the regional number here) and providing the Site ID for the customer organization.

Incidents affecting multiple customers will be published to the Broadcom VMware Status Page. Customers may register to receive notifications.

Target Response Times for Initial Response

Severity	Description	Initial Response
1 (Critical)	Critical production issue that severely impacts your use of the service. The situation halts your business operations, and no procedural workaround exists. • Service is down or unavailable. • Data corrupted or lost and must restore from backup. • A critical documented feature / function is not available.	30 clock minutes
2 (Major)	Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of your business operations and no reasonable workaround exists. • Service is operational but highly degraded performance to the point of major impact on usage. • Important features of the software-as-a-service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.	2 business hours
3 (Minor)	There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. A short-term workaround is available, but not scalable. • Bug is affecting a small number of users. Acceptable workaround is available.	4 business hours
4 (Questions / Cosmetic)	Inquiry regarding routine technical issues. • Information is requested on application capabilities, navigation, installation, or • Cosmetic defect	8 business hours