

# Parallels Desktop<sup>®</sup> Enterprise Support Offering

**Parallels Desktop Enterprise Support provides timely support expertise and enables you to maximize the value of your Parallels Desktop Enterprise licenses.**



## Overview

Parallels offers this level of support for customers who have purchased Parallels Desktop Enterprise Edition and who have a group of Support Admins who act as an internal help desk for their employees using Parallels Desktop. Parallels recommends that you subscribe to updates from our Knowledge Base to stay up to date with Parallels Desktop information. Additional support options such as forums can be found at Free Support Options.

## Key Benefits

- Unlimited number of support requests
- 24 x 7 access to Technical Support
- Remote desktop support, if required
- Online access to documentation and technical resources, knowledge base, discussion forums
- Product updates and upgrades

## Additional Information

Enterprise licensing information can be requested by going the Parallels site ([www.parallels.com/desktop/enterprise](http://www.parallels.com/desktop/enterprise)) and filling out the form to request more information.

Feature	Parallels Desktop Enterprise Support
Hours of Operation	24 x 7
Length of Service	Annual Subscription linked to Enterprise License
Product Updates	Yes
Product Upgrades (full version)	Yes
Products Supported	Parallels Desktop for Mac Enterprise Edition
Method of Access	Phone, Skype, online chat , email
Response Method	Phone, Skype , online chat, email
Access to Forums and Knowledge Base	Yes
Max Number of Support Admins per Contract *	6
Number of Support Requests	Unlimited
Response Times	Critical (Severity 1) – 4 business hours Major (Severity 2) – 8 business hours Minor (Severity 3) – 12 business hours Cosmetic (Severity 4) – 12 business hours

\* Support Admin access: (i) consists of no more than six (6) technical contacts, (ii) Support Admins must provide front line support for Parallels Desktop for Mac Enterprise Edition, making use of available technical repositories and experience to resolve known issues prior to contacting Parallels Support.