

Partner Premium Plus

MobileIron's Partner Premium Plus Support offering enables customers to develop strategic relationships with MobileIron across the entire organization, including Product Management and Customer Success. Customers receive a more personalized level of support and account management.

Partner Premium Plus Support customers receive Reseller led priority access to the following MobileIron resources and services:

Technical Support

Designated Technical Support Engineer

- Be assigned a designated Technical Support Engineer who understands the customer's deployment and environment and serve as the primary point for tickets escalated by the reseller in the customer's primary region

Prioritized Case Routing

- Receive prioritized technical support issue routing to advanced support engineers to fast-track issue investigation

Remote Product Upgrade Assistance

- Schedule designated Support or Professional Services to provide remote assistance for product upgrades, up to four times per year. This assistance will be provided through reseller and MobileIron resources
- Arrangements to be made five business days in advance to ensure available resources

Partner Premium Plus Benefits

- Personalized Support Experience
- Prioritized Case Routing
- Designated Support Engineer
- Designated Customer Advocate
- Quarterly Business Reviews
- Annual Site Visit
- Professional Services Health Check
- QA Environment Consultation
- Product Management Discussions



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Customer Advocacy

Named Strategic Customer Advocate

- Assigned a Customer Advocate that provides mobility strategy guidance and assistance ensuring customers derive the maximum business value from their investment with MobileIron products and solutions.
- The Customer Advocate produces customer success plans, runs quarterly business reviews, manages product requests, and support escalation management within MobileIron.

Yearly Business Reviews

- Annual site visit by the assigned account team
Participate in one annual review with MobileIron Product Management, Customer Success and Sales to discuss customer goals, initiatives, deployment and product road map direction.

Professional Services

Annual Health Check Consultation and Advisory Services Review

- Receive an annual four-hour health check performed by Reseller and MobileIron Professional Services to review the customer's deployment architecture, policy setup and overall deployment progress and maturity and provide recommendations

Product Management

Annual Product Roadmap Deep Dive

- Participate in a discussion with MobileIron's Product Management team on product roadmap and review feature requests for future releases.

Qualifications for

Partner Premium Plus Support

To qualify for MobileIron's Partner Premium Plus Support, customers must have purchased MobileIron Assurance Support offering through a reseller/partner.

About MobileIron

The leader in security and management for mobile apps, documents, and devices, MobileIron enables global companies to become Mobile First organizations, embracing mobility as their primary IT platform to transform their businesses. More than 12,000 companies rely on MobileIron's scalable architecture, rapid innovation, and best practices for their mobile initiatives.