



Technical Support Services – Direct Support

Enterprise mobility has become a mission-critical service, where employees and IT administrators expect real-time access to information and rapid resolution to technical issues. Customers rely on MobileIron’s technical support services to meet their business needs and MobileIron’s support offerings deliver the industry’s best support experience to get customers and partners back on track.

Premium Plus Support

MobileIron’s Premium Plus Support offering enables customers to develop strategic relationships with MobileIron across the entire organization, including Product Management, Customer Success and Engineering. Customers receive a more personalized level of support and account management. See the Premium Plus datasheet for full details on service benefits and qualifications.

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.



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Service Highlights

	Premium	Premium Plus
Software Updates	✓	✓
Customer Support Portal	✓	✓
Phone Support	✓	✓
Support Availability	24x7	24x7
Named Support Contacts	5	10
Designated Support Engineer		✓
Customer Advocate		✓
Scheduled Upgrade Assistance		✓
Access to Product & Engineering		✓

Time to First Response

Issue Severity	Premium	Premium Plus
1 - Urgent	1 Hour	30 Minutes
2 - High	4 Hours	2 Hours
3 - Normal	1 Business Day	1 Business Day
4 - Low	5 Business Days	5 Business Days

Business Hours are 6am - 6pm Local Time, Monday – Friday, excluding US holidays.