

Technical Support Services – Software Assurance

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 their Authorized Support Partner and MobileIron’s support services to meet their business needs.

Software Assurance is designed to ensure that customers have access to the latest software updates and maintenance releases to keep their MobileIron environment current with the pace of mobile evolution.

Authorized Partner Support

MobileIron invests heavily in our network of Authorized Support Partners to ensure a high level of success for MobileIron customers. All of our partners are required to meet training and certification requirements which enable them to support the MobileIron platform. In turn, MobileIron offers a global support organization geared to provide our partners with 24x7 advanced troubleshooting support if they require further assistance.

Partner Premium Plus Support

MobileIron’s Partner 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 Partner 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.

Service Highlights

	Software Assurance	Software Assurance with Partner Premium Plus
Software updates	✓	✓
MobileIron Support Portal - Knowledge Base Access	✓	✓
Advanced troubleshooting available 24x7 to Authorized Partner	✓	✓
Issue identification and troubleshooting	✓	✓
Deep knowledge of customer installation	✓	✓
Local account management	✓	✓
MobileIron designated support engineer		✓
MobileIron customer advocate		✓
Scheduled upgrade assistance		✓
Access to Product & Engineering		✓



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