

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 Executive Sponsors. Customers receive a more personalized level of support and account management.

Premium Plus Support customers will receive access to the following resources and services:

Technical Support

Remote Product Upgrade Assistance

- Schedule MobileIron Support or Professional Services to provide remote assistance for product upgrades, up to four times per year
- Arrangements to be made five business days in advance to ensure available resources

Prioritized Case Routing

- Receive prioritized technical support issue routing to advanced support engineers to fast-track issue investigation
- Designated Technical Support Engineer
- Assigned a designated Technical Support Engineer who understands the customer's deployment and environment and serve as the primary point for ticket escalation in the customer's primary region

MobileIron Cloud Sandbox

- Sandbox environment to test configurations and deployments on early release MobileIron Cloud

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



info@mobileiron.com

www.mobileiron.com

Tel: +1.877.819.3451

Fax :+1.650.919.8006

MobileIron is a registered trademark of MobileIron, Inc. in the United States and/or other countries. All other trademarks, trade names, or logos are the property of their respective owners and do not signify any endorsement or sponsorship by such owners

Customer Advocacy

Named Strategic Customer Advocate

- Assigned a Customer Advocate that provides guidance and assistance with product requests, support escalation management, and building relationships with key MobileIron resources in Technical Support, Product Management, Engineering and Executive leadership

Annual Site Visit with Account

- Annual site visit by the assigned account team resources. The sales account owner and Customer Advocate will conduct an annual assessment of the overall customer relationship, deployment, initiatives and goals. The visit may take place at the customer site or at MobileIron's headquarters

Quarterly Business Reviews

- Participate in quarterly reviews 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

- Professional Services will perform an annual four-hour health check to review the customer's deployment architecture, policy setup and overall deployment progress and maturity and provide recommendations

Engineering and QA

Customer Environment Consultation with QA

- Engage with MobileIron's QA team and validate test cases based on the customer's setup and configuration to enhance the QA lab environment for testing new releases prior to launch

Product Management

Annual Product Roadmap Deep Dive

- As a part of the Quarterly Business Review, participate in a discussion with MobileIron's Product Management team on product roadmap and review feature requests for future releases

Qualifications for Premium Plus Support

To qualify for MobileIron's Premium Plus Support, customers must have purchased a Premium Support and Maintenance agreement with MobileIron where MobileIron is providing direct support to the customer. This includes our Premium Support, or International Direct Support offering for perpetual license customers, as well as those customers who have a subscription license agreement in place.

Customers who have purchased MobileIron's Standard Support offering, and/or receive support via a reseller/partner are not eligible for this offering. This offering does not replace the need for a support and maintenance agreement with MobileIron.

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.