

# Direct Technical Support Services

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.

## Service Highlights

	Premium	Enterprise
Software Updates	✓	✓
Customer Support Portal	✓	✓
Phone Support	✓	✓
Support Availability	24x7	24x7
Named Support Contacts	5	10
Designated Support Engineer		✓
Strategic Customer Success Manager		✓
Scheduled Upgrade Assistance		✓
MobileIron Cloud Sandbox Environment		✓
MobileIron University Channel Access		✓
Prioritized Case and Call Routing		✓
Annual Professional Services Health Check		✓

## Time to First Response

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

\*Business Hours defined by the local time of the authorized technical contact.

### Premium

Support level recommended for all customers with critical systems and global support desks.

### Enterprise

The Enterprise level of support is recommended for customers who view their Mobile infrastructure as central to their business and have complex environments.

## Enterprise Support

MobileIron’s Enterprise Support offering provides customers with a high-touch personalized support experience. See the Enterprise 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 15,000 companies rely on MobileIron’s scalable architecture, rapid innovation, and best practices for their mobile initiatives.