

# Partner Enterprise Support

MobileIron's Partner Enterprise Support offering enables customers to develop strategic relationships with MobileIron across the entire organization. Customers receive a more personalized level of support and account management through having named account resources.

Partner Enterprise Support customers continue to work with their Partner directly for support, and receive Partner led priority access to the following MobileIron resources and services:

## Technical Support

### 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.

### Prioritized Case and Call Routing

- Receive prioritized technical support issue routing to advanced support engineers to fast-track issue investigation.
- Prioritized phone call routing places the call in the front of the queue.

### Partner Enterprise Benefits

- Personalized Support Experience
- Prioritized Case and Call Routing
- Designated Support Engineer
- MobileIron Cloud Sandbox
- Strategic Customer Success Manager
- Quarterly Business Reviews
- Professional Services Health Check
- MobileIron University Channel Access
- Product Roadmap Discussions
- Fast Response Support Ticket SLAs

## Designated Technical Support Engineer

- Assigned a designated Technical Support Engineer who understands the customer's deployment and environment. Also serves as the primary point for ticket escalation in the customer's primary region.

## MobileIron Cloud Sandbox Environment

- Be provided with a Cloud environment which can be used to test functionality, migrations, and user workflows. Also enables the testing of new features prior to deployment in production.
- Note that this environment is not intended for production use, and does not adhere to MobileIron's uptime SLAs. Incident tickets relating to this environment will be treated as low priority.

## Customer Success Manager

### Named Strategic Customer Success Manager

- Assigned a Customer Success Manager that provides mobility strategy guidance and assistance ensuring customers derive the maximum business value from their investment with MobileIron products and solutions.
- Produces customer success plans, runs quarterly business reviews, manages product requests and support escalation management within MobileIron.
- Build relationships with key MobileIron resources in Technical Support, Product Management, Engineering and Executive leadership.

### Quarterly Business Reviews

- Participate in quarterly reviews with Customer Success and Sales to discuss customer goals, initiatives, deployment and product roadmap direction. Product Roadmap discussion to include MobileIron product strategy and feature requests for future releases.

## 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 and policy setup. Includes overall deployment progress review and provides recommendations.

## MobileIron University Channel Access

- Gain access to exclusive content that is developed for and provided to our Partner network. This new product content is available faster than our traditional accredited courses with in-depth technical insight.

## MobileIron Support Ticket SLAs

Issue Severity	
1 - Urgent	30 Minutes
2 - High	2 Business Hours*
3 - Normal	1 Business Day
4 - Low	2 Business Days

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

## Qualifications for Enterprise Support

To qualify for MobileIron's Reseller Plus Support, customers must have purchased the MobileIron Assurance Support offering through a Reseller or Partner.

## About MobileIron

The leader in security and management for mobile 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.