

# Technical Support – 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.

## Service Highlights

	Assurance	Enterprise
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 Strategic Customer Success Manager		✓
Scheduled upgrade assistance		✓
MobileIron Cloud Sandbox Environment		✓
MobileIron University Channel Access		✓
Prioritized Case and Call Routing		✓

## 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 to 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 Enterprise Support

MobileIron’s Partner Enterprise Support offering provides customers with a high-touch personalized support experience. See the Partner 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.



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