



Accelerite Premier Support

Date - September 24th 2016

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Overview

Today's IT environment is complex and time critical and you need proactive software support available at your fingertips. You have invested in Accelerite products to help drive efficiency and be more competitive. Now make sure you get the most from your investment by using Accelerite Premier Support.

Strengthening your business with Accelerite Premier Support



Simplify your overall experience with a single point of accountability



Improve cost predictability with defined service level objectives



Minimize the risk of service disruption through personalized and proactive support and planning



Optimize your staff, shifting focus from day-to-day maintenance to innovation

Accelerite Premier Support provides a flexible portfolio of support services designed to help you support and optimize your Accelerite products and drive maximum value. Accelerite Premier Support experts work with you to increase uptime, improve performance, achieve service objectives with your internal customers, and enhance your return on investment (ROI). The Accelerite Premier Support portfolio includes:

- Accelerite Premier: Priority incident routing and handling by a dedicated team for quicker incident resolution
- Accelerite Premier Plus: Proactive support and guidance from a technical account manager
- Accelerite Premier Managed Services: Personalized and proactive management and strategic planning of your Accelerite product.

Enhanced reactive support with Accelerite Premier Support

Accelerite Premier boosts the level of reactive support you receive from Accelerite. If time-to-resolution is a priority to your business, this is the support service you need. Your technical incidents are prioritized for support, giving you faster access to Accelerite product experts to resolve problems. Incidents will be owned and worked on by a dedicated team, meaning you get priority routing and handling for quicker resolution.

For a full list of the features of Accelerite Premier, please see the tables at the end of the document.

A proactive approach with **Accelerite Premier Plus**

Accelerite Premier Plus goes beyond helping you support and manage your Accelerite products. Your Technical Account Manager (TAM) will work with you to help drive enhanced value from your Accelerite products. As your technical advocate, your TAM will proactively manage all Accelerite Premier and Accelerite Premier Plus activities to expedite incident resolution.

Benefits include:



Account management from a technical account manager



Coordination with third-party vendors



Enhanced escalation management



Quarterly technical reviews



Management of technical support incidents

For a full listing of the available benefits of Accelerite Premier Plus, please see the tables at the end of the document.

Capitalize on broader support by adding **Accelerite Premier Managed Services**

With Accelerite Premier Managed Services, an enterprise services manager (ESM) becomes your partner in the holistic management of your Accelerite products. Your assigned ESM will provide leadership across the Accelerite Support team for Accelerite products covered by the support service. You will also benefit from quarterly business reviews, enhanced escalation management for software issues that impact your operations and management of critical patches.

Benefits include:



Assigned ESM as primary point of contact for holistic support delivery



Personalized and proactive management and strategic planning



Management of business support incidents and technical support incidents



Enhanced escalation management



Quarterly business reviews



Management of critical patches

For a full listing of the available benefits of Accelerite Premier Business, please see the tables at the end of the document.

Tailor Accelerite Premier Support with optional add-ons

Additional optional services are available to increase the level of service available through Accelerite Premier Support. With Accelerite Premier, you can opt for a Named Advanced Support Engineer (NASE) so you receive enhanced reactive support from someone who knows your unique business and environment. In addition, you can choose to accelerate response times or have local language support. Similarly, you can opt for technical service days, remotely or on-site, during or after business hours. These optional features are subject to additional charge. The optional add-ons are listed below:

Accelerite Premier

- **Named Advanced Support Engineer (NASE):** This option provides a named advanced support engineer (NASE) for Accelerite products covered by your Accelerite Premier support agreement. The NASE is a reactive engineer who will learn your environment and work on your support incidents.
- **30 minute enhanced impact level one first technical contact (FTC):** This option provides a faster level of response for those incidents with the greatest impact to your business. Service level objective: thirty (30) minutes.
- **Local language support:** This option provides local language support delivered by a NASE. Support tools are typically English-based. Local language is defined by the country where the support order is placed and is dependent upon resource availability.

Accelerite Premier, Premier Plus & Premier Managed Services

- Technical service days

Accelerite Premier Support service and options

Accelerite Premier Support is available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your Accelerite Premier Support contract.

Accelerite Premier Support Option	End Point Solutions	Analytics	IOT Solutions	Cloud Products
Accelerite Premier additional add-ons	✓		✓	✓
Accelerite Premier	✓	✓		✓
Accelerite Premier Plus	✓		✓	✓
Accelerite Premier Managed Service	✓	✓	✓	✓

Compare Accelerite Premier Support

Compare Accelerite Premier, Accelerite Premier Plus, and Accelerite Premier Managed Service to determine which offering is right for you. This data sheet provides an overview of Accelerite Premier Support.

Enhanced Reactive Support

Premier Support Component	Service Description	Premier	Premier Plus	Premier Managed Service
Premier start-up	Includes a personalized welcome package and conference call to introduce your assigned Premier resource(s) and to review all the details pertaining to your level of Accelerite Premier Support.	✓	✓	✓
Priority Accelerite Support	Your incidents related to a product covered by Accelerite Premier Support receive a higher priority than incidents covered by Accelerite Support Foundation. You have access to highly experienced Accelerite technical professionals to assist in expediting problem resolution.	✓		
Accelerite primary point of contact for reactive support	Your NASE is your primary point of contact for all reactive support incidents for products for which the NASE add-on option was purchased. You may have one or multiple NASE's assigned depending on the products covered by the agreement.	✓		
Priority incident routing/resolution /handling	Your incidents related to a product covered by Accelerite Premier Support will be initially owned and worked on by experienced Accelerite technical professionals to assist in expediting problem resolution.	✓		
Enhanced FTC	You will receive the following enhanced SLOs on your Impact level one (1) & impact level two (2) reactive technical issues: <ul style="list-style-type: none"> • Impact level one (1): first technical contact within one (1) business hour • Impact level two (2): first technical contact within four (4) business hours • Impact levels three (3) & four (4) will continue to follow the respective Accelerite Support Foundation/Accelerite Enterprise Support related SLOs. 	✓		

Coordination with third-party software support vendors	If it is determined that the problem of a support incident lies with another vendor's software product, Accelerite can assist you in collecting the data needed for you to report the problem to that vendor. In addition, Accelerite can assist with tracking the problem to verify that resolution efforts continue to progress. This activity requires you to have a valid support agreement with the other vendor.	✓	✓	✓
Enhanced technical escalation management	Accelerite has established formal escalation procedures to solve complex Accelerite problems, or problems that have a critical impact to customers. As an enhancement to Accelerite Support Foundation, the TAM assumes direct responsibility for action plans that assist with your escalations to engage the most appropriate Accelerite management and resources to resolve your support issues in less time. The TAM is your technical escalation engineer for technical escalations. Your ESM (if applicable) will act as your escalation manager driving overall responsibility for your escalation from end to end.	✓	✓	✓

Proactive Support

Premier Support Component	Service Description	Premier	Premier Plus	Premier Managed Service
Kick-off meeting	For a new Premier customer, your assigned Accelerite TAM/ESM will have an initial one-day on-site visit to kick-off the delivery of the Accelerite Premier Support agreement. This provides an opportunity for your TAM or ESM to meet and greet key personnel within your organization. During the kick-off meeting, your TAM/ESM will collect specific account information that will be used to create your account support plan. You will receive detailed information about your Accelerite Premier Support deliverables, including the communication protocol with your TAM/ESM. This meeting promotes a better working relationship and enhanced communication. For Premier renewals, the kick-off is done remotely with your TAM/ESM rather than on-site.		✓	✓

Remote reviews	Your TAM/ESM provides regular remote reviews to proactively monitor your operational Accelerite product needs at least once per month, and no more than once a week. Support reviews are communication forums through which your TAM/ESM and your team build a strong relationship in order to continuously enhance your IT environment. These meetings give you the opportunity to discuss operational issues, as well as other topics you wish to explore.		✓	✓
Customer operational profile management	Accelerite will establish and maintain an electronic profile of the Accelerite environment. This information will be used during problem resolution, and the various proactive activities. The profile can consist of customer, product, technical and business information that you and your TAM determine to be useful toward delivering Accelerite Premier support. All Accelerite support engineers will have the benefit of the information contained in the customer profile. This enables better, faster decision making during reactive support, and more informed and valuable proactive support. This can save you time in communicating a problem or need.	✓		
Technical advisor	Acting as your technical advocate, your TAM will be notified of all your incidents, and will track and monitor the work in progress through the support life cycle engaging with support specialists as needed. Your TAM is your primary point of contact at any time for any inquiries related to your technical incidents. Your TAM can assist, as you require, in putting action plans in place and facilitate effective communications.		✓	✓
Enhanced patch management	Your TAM will proactively monitor the release of new product patches and class/security problems for your Accelerite management environment, review these with you and help to put the appropriate action plans in place. Your TAM can assist with enabling you to install the patches (technical service days are required). This activity will help in reducing unplanned maintenance downtime and fully protect your Accelerite management environment. Your IT staff's productivity may improve by Accelerite owning this task.		✓	✓

Proactive Support

Premier Support Component	Service Description	Premier	Premier Plus	Premier Managed Service
Quarterly technical review	Remote quarterly Accelerite Premier Support technical review with your TAM. This includes a detailed review of all your Accelerite Premier proactive & reactive support related activities. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.		✓	
Account support plan	The account support plan defines support deliverables, the support process and the personnel involved in support and escalation procedures. This plan sets a clear expectation of how support will be delivered. Unplanned downtime and problems can be reduced because all required information can be gathered and communicated clearly, and a carefully coordinated and predictable resolution process can take place. Your TAM/ESM will update this plan on an ongoing basis with any changes that affect support delivery.		✓	✓
On-site visits (1 per year)	You will receive one visit per PPG from your TAM (for Premier Plus) and one visit per PPC from your ESM (for Premier Business) per year. Your TAM/ESM will travel to your location as mutually agreed upon, and during standard working hours, based on the location of the Accelerite Premier Support contract. At your request, the TAM/ESM can participate in your internal meetings. On-site visits will provide the TAM/ESM an in-depth understanding about your Accelerite management environment. This will promote a better working relationship and increased knowledge as future activities are performed.		✓	✓
Management of technical support incidents	As part of Premier Plus and Premier Managed Service, your TAM/ESM is primarily accountable for handling your Premier incidents. In addition to working with you on prioritizing open incidents, the TAM's/ESM's role is to provide timely status updates. If Accelerite is aware of issues that may impact your environment, your TAM/ESM will bring those to your attention and provide an opportunity to discuss the technical impact.		✓	✓

Management of business support incidents	As part of Premier Managed Service, your ESM will track and monitor all of your business related support incidents. Your ESM will help drive action plans and resolution.			✓
Business advisor	Your ESM is the primary point of contact for all your Accelerite business related concerns. Acting as your advocate within the Accelerite support teams, your ESM works to monitor and track the progress of all your support related issues and initiates appropriate actions as needed. Your ESM is your primary contact point for all satisfaction related concerns around business and technical issues.			✓
Accelerite critical patch and critical problem management	Your ESM will proactively monitor and share any critical patch or critical class problems associated with your Accelerite environment and notify you. Critical patches typically involve system security, data loss and high outage risk.			✓

Proactive Support

Premier Support Component	Service Description	Premier	Premier Plus	Premier Managed Service
Enhanced business escalation management	Accelerite has established formal escalation procedures to solve complex Accelerite Product problems, or problems that have a critical impact to customers. As an enhancement to Accelerite Support Foundation, the ESM will own the end-to-end management and assume direct responsibility for ensuring that action plans are put in place to assist with your escalations and to engage the most appropriate Accelerite management and resources to resolve your support issues in less time.			✓
Quarterly business reviews	Remote quarterly Accelerite Premier Support business review with your ESM. This includes a detailed review of all your Accelerite Premier Support product-related activities, such as program progress, review of business metrics, accomplishments and future goals. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.			✓

Please work with your Accelerite Support representative on Accelerite Premier Support pricing. All Accelerite Premier Support contracts are sold on an in-country basis. Pricing may vary depending on the complexity of your environment.

Optional Add-ons

Premier Support Component	Service Description	Premier	Premier Plus	Premier Managed Service
Named advanced support engineer	This option provides a NASE for Accelerite products covered by your Accelerite Premier Services contract during the Premier Services hours. This provides a reactive engineer who will learn your environment and work on your support incidents.	✓		
30 minute enhanced impact one (FTC)	Provides a faster level of response for impact level one (1) cases. SLO: thirty (30) minutes.	✓		
Technical service days	Accelerite technical service days are available to spend on the delivery (on-site or remote, standard hours or after-hours) of one or more technical support topics. Technical support topics are essential for maintaining the operability and availability of your Accelerite products environment and can be defined during the kick-off meeting. Technical support topics consist of, and are not limited to, troubleshooting management, enhanced as well as on-site patch management, and more. These days must be used as technical service days within the contract period defined and will expire at the end of the contract period. One day consists of eight (8) business hours. Off-hour technical service days depend on resource availability.	✓	✓	✓

Abbreviations

ESM: Enterprise services manager
TAM: Technical account manager
NASE: Named advanced support engineer
SLO: Service level objective

FTC: First technical contact
PPG: Premier product group
PPC: Premier product center

Definitions

Product: Individual Accelerite product
Premier Product Group: A single product or combination of products
Premier Product Center: Consists of various product groups

Prerequisites:

- Accelerite customers must have a valid Accelerite Foundation Support contract.
- Accelerite Premier Plus customers must have a valid Accelerite Premier contract.
- Accelerite Premier Managed Service customers must have a valid Accelerite Premier Plus contract.

Additional terms

The following additional terms from the Accelerite Support Foundation data sheet are hereby incorporated into this data sheet:

Cancellation, General, Site and product access, Software Support, Use of proprietary tools for support, and Customer responsibilities.

Talk to us about Accelerite Premier Support

We are here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can explain your options and how your business will benefit. Please contact your Accelerite Support representative to discuss Accelerite Premier Support pricing.

Through our innovative offerings in Support, Software-as-a-Service (SaaS) and Professional Services, we partner with you to help enable your success and ROI.

To access technical interactive support, visit: <http://support.accelerite.com>