SOTI ENTERPRISE SUPPORT

PROVEN SUPPORT WHEN YOU NEED IT

Business mobility is critical to the success of your business. Most days your devices and apps work smoothly, but sometimes things go wrong. You have no time for downtime and need a fix as soon as possible. SOTI Enterprise Support delivers round-the-clock support, priority access to dedicated and knowledgeable support staff as well as other exclusive benefits. It helps reduce the incidence and duration of business mobility downtime so you can focus on your business.

BENEFITS OF SOTI ENTERPRISE SUPPORT

Round-the-clock Support

Business mobility problems can happen at any time, day or night. You want access to fast, reliable support when your business needs it. SOTI Enterprise Support provides technical support 24 hours a day, 7 days a week, from anywhere in the world.

Advanced Support Team

Downtime is costly. You need business mobility issues fixed quickly. SOTI Enterprise Support bypasses the level 1 queue and routes calls directly to the Advanced Support Team of highly experienced technical support engineers assigned to your account. The Advanced Support Team knows your SOTI software implementation and support history, ensuring any disruptions to your business mobility are resolved quickly and correctly.

Technical Account Manager

SOTI Enterprise Support customers are each assigned a Technical Account Manager (TAM), an experienced business mobility expert that understands your unique mobility environment. Your TAM is your internal advocate at SOTI, and helps deliver and coordinate SOTI Enterprise Support. They monitor your support cases, escalate cases on your behalf, and advise you of any relevant SOTI software releases and issues. With direct access to the SOTI product teams, your TAM ensures your critical issues are prioritized for resolution, and champions any requested product enhancements.

WHAT SOTI ENTERPRISE SUPPORT DOES FOR YOUR BUSINESS

Features	Description
ROUND-THE-CLOCK SUPPORT	Access technical support 24 hours a day, 7 days a week, from anywhere in the world.
ADVANCED SUPPORT TEAM	Bypass the level 1 support queue and receive assistance from level 2 and level 3 technical support engineers assigned to your account.
TECHNICAL ACCOUNT MANAGER (TAM)	A seasoned enterprise mobility expert assigned to your account who helps deliver and coordinate your SOTI Enterprise Support, and advocates on your behalf to get your enhancement requests and critical issues addressed.
CUSTOMER PORTAL	Get exclusive access to a self-service portal where you can access information about your SOTI entitlements, access information about your SOTI software, and submit, modify, and track your support cases.

BEST-IN-CLASS RESPONSE TIMES	Severity	Response Time
	Critical (Severity 1)	30 minutes or less, 24x7
	Major (Severity 2)	60 minutes or less, 24x7
	Minor (Severity 3)	1 business day
	Cosmetic (Severity 4)	2 business days

Features	Description
WEBINAR SERIES	Exclusive monthly webinars conducted by members of SOTI's Professional Services team on different aspects of mobility management.
TEST ENVIRONMENT*	A free SOTI MobiControl Cloud test environment for troubleshooting issues, and for testing features and configuration changes.
HEALTH CHECK¥	An annual in-depth review of your SOTI production environment and a report outlining recommendations to improve the performance of your SOTI software.
ASSISTED PRODUCT UPGRADES	Your TAM will provide guidance and best practices for carrying out an upgrade to the latest version of your SOTI software.
QUARTERLY BUSINESS REVIEW (QBR)**	A quarterly review and report of your SOTI production environment's performance and support cases, along with recommendations for improvement.
SITE VISIT¥	An annual onsite visit from your TAM to review your SOTI software and discuss future mobility and IoT rollouts.
SOTI ACADEMY	Get access to SOTI's online training system for an unlimited number of employees.
SOTI SYNC DISCOUNT§	Purchase up to five passes for SOTI's annual user and partner conference, SOTI SYNC, at a discounted rate.
EXTENDED TRIALS	Six months of free use of any additional SOTI products.
GDPR READINESS ASSESSMENT SERVICE	Your TAM will review your SOTI production environment and recommend changes and best practices for data privacy.

* The test environment includes 25 device licenses and cannot be used for production activities.

** A call to discuss the findings within the report is available upon request.

¥ Available upon request.

§ Contact your SOTI account representative for details on the discount.

To learn more about SOTI Enterprise Support, please contact your SOTI sales account representative.

SOTI is a proven innovator and industry leader for simplifying business mobility and IoT solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

soti.net