SOTI ENTERPRISE SUPPORT

CUSTOM SUPPORT WHEN YOU NEED IT

Business mobility is critical to business success, when downtime is not an option. When devices aren't responding or apps aren't performing, SOTI Enterprise Support is there to minimize any disruptions and maximize mobile uptime. It's anytime peace of mind to ensure your mobile technology remains productive and profitable.

BENEFITS OF SOTI ENTERPRISE SUPPORT

24/7 Support Anywhere in the World

When business mobility issues occur, you cannot wait for a support desk to open, as every moment of downtime impacts your bottom line. You want access to fast, reliable support immediately. In the early morning, middle of the night, or over the weekend, SOTI Enterprise Support provides the technical assistance your business needs, no matter where it's located.

Dedicated Technical Account Manager

As a SOTI Enterprise Support customer, you're assigned a Technical Account Manager (TAM), a mobility expert dedicated to understanding your unique mobility environment. Your TAM resolves your issues quickly by:

- Coordinating and delivering the SOTI Enterprise Support solution you need
- Providing the Advanced Support Team insights on your SOTI software implementation and support history
- Monitoring and escalating cases on your behalf
- Advising you of any relevant SOTI software releases and updates
- Prioritizing your critical issues for resolution
- Championing any product enhancements you request or recommend

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, 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, 24/7†
	Major (Severity 2)	60 minutes or less, 24/7†
	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.

† Response times may vary if cases are opened through email.
* 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