

SOTI ENTERPRISE SERVICE

CUSTOM SERVICE WHEN YOU NEED IT FOR BUSINESSES
WITH 501 AND ABOVE DEVICE DEPLOYMENTS

When it comes to your mobile strategy, there's no time for downtime. That's why you rely on the SOTI ONE Platform.

For your SOTI solutions, waiting for support isn't an option either. You demand and deserve tailored support 24/7/365. Facing an issue which requires deeper, more experienced technical knowledge? Bypass Level 1 and connect directly with Level 2 or Level 3 Aligned Support Engineers who understand your environment, know how you use SOTI solutions and are ready to help.

THREE SERVICE ELEMENTS

SOTI Enterprise Service is available for the SOTI ONE Platform and is divided into three elements which deliver world-class service, technical assistance and best practice support.



SERVICE FEATURES

Access to experts and resources to maximize the uptime of your mobile deployments.



SOFTWARE SERVICES COMPONENT

Technology and tools designed to help your business save time and money.



SUPPORT SERVICES COMPONENT

Customized guidance which strengthens the impact of your mobile deployments.





24/7/365 MULTILINGUAL SUPPORT AND BEST-IN-CLASS RESPONSE TIMES

Anytime and anywhere you are experiencing an issue, multilingual SOTI experts are standing by to guide you in your language of choice for faster service and superior support¹, with reliable and predictive response times based on the severity of your issue:





- Critical (Severity 1): 30 minutes or less, 24/7 availability²
- Major (Severity 2) or Minor: 60 minutes or less, 24/7 availability³
- Minor (Severity 3): One business day
- Cosmetic (Severity 4): Two business days

SELECTED SOTI ENTERPRISE SERVICE FEATURES

For a full list, view the comparison table at the end of this document.

	<p>TECHNICAL ACCOUNT MANAGER (TAM)</p> <p>Your advocate inside SOTI, your TAM is a seasoned enterprise mobility expert who understands your business. They're ready to help resolve issues which may slow down your daily business-critical mobile operations and provide consultation and best practices, planning and strategies.</p>
	<p>CUSTOMER PORTAL</p> <p>Anytime access to detailed information about your SOTI products and entitlements. Submit new support cases or view and edit cases in progress.</p>
	<p>ADVANCED SUPPORT TEAM</p> <p>Bypass the Level 1 support queue and get assistance from Level 2 and Level 3 Technical Support Engineers.⁴</p>
	<p>ROOT CAUSE ANALYSIS (UPON REQUEST)</p> <p>Support Engineers will investigate and analyze the root cause of the Critical (Severity 1) device or server issues you are experiencing and how to prevent them from repeating.</p>

PROACTIVE SOFTWARE SERVICES COMPONENT FEATURES

	<p>SOTI MOBICONTROL XTREME HUB TECHNOLOGY⁵</p> <p>SOTI XTreme Hub is designed for low bandwidth connections and optimizes the time and load required to distribute large amounts of apps and data by up to 10X.⁶</p>
	<p>SOTI MOBICONTROL SYSTEM HEALTH DASHBOARD⁷</p> <p>Real-time and 48-hour look back into analytics such as: queue lengths, processing times, CPU, DB performance and server operational health.</p>
	<p>SOTI IDENTITY MULTI-FACTOR AUTHENTICATION (MFA)⁸</p> <p>To improve user security, SOTI Identity administrators can configure MFA for its users. SOTI Identity offers MFA via one-time password (OTP) by email or through MFA providers Google Authenticator and Duo Security.</p>
	<p>ACCESS TO SOTI MOBICONTROL DEVICE SIMULATION AND TESTING SERVICES</p> <p>Use SOTI's device simulator software to simulate loads and app distribution to test new versions of SOTI MobiControl for peace of mind prior to migration and upgrade.</p>

¹ Guaranteed languages: English, German, French, Spanish, Simplified Japanese. Based on availability of resources:

Simplified Chinese, Italian

^{2,3} Response times guaranteed for customer portal only


^{4,6,7,8} Available only with SOTI Enterprise Plus Service, which is an additional offering from SOTI Enterprise Service

⁵ SOTI MobiControl XTreme Hub Technology is built into SOTI MobiControl and is not a separate product



SELECTED SUPPORT SERVICES COMPONENT FEATURES

For a full list, view the comparison table at the end of this document.

	<p>QUARTERLY BUSINESS REVIEW</p> <p>A quarterly review and report of your SOTI production environment's performance, support cases and recommendations for improvement.</p>
	<p>YEARLY HEALTH CHECK</p> <p>In-depth annual review of your SOTI production environment and a report outlining suggestions to improve the performance of your SOTI software.</p>
	<p>SIX-MONTH TRIAL ACCESS TO THE SOTI ONE PLATFORM</p> <p>Enjoy six months of free use to all of the products within the SOTI ONE Platform.</p>
	<p>DISCOUNTED SOTI SYNC CONFERENCE PASSES</p> <p>Receive a 15% discount for up to five passes to SOTI SYNC, SOTI's annual user and partner conference.</p>



DETAILED COMPARISON TABLE

Chart summarizing all features of SOTI Services. All features are available within the SOTI ONE Platform.

Feature	Standard Support	Premium Service	Premium Plus Service	Enterprise Service	Enterprise Plus Service
Number of Devices	N/A	1 to 500	1 to 500	501 and above	501 and above
Minimum Order Quantity (MoQ)	1 license	1 license	1 license	1 license	1 license
Technical Account Manager	No	No	No	Yes	Yes
Advanced Support Team	No	L2/L3 M-F 9-5 (local time) L1 after hours	L2/L3 M-F 9-5 (local time) L1 after hours	L2 and L3 24/7/365	L2 and L3 24/7/365
Hours of Operation	9 AM - 5 PM local	24/7/365	24/7/365	24/7/365	24/7/365
Customer Portal	No	Yes	Yes	Yes	Yes
Maximum Number of Technical Contacts	5	Unlimited	Unlimited	Unlimited	Unlimited
Root Cause Analysis	No	No	No	Upon Request	Upon Request
Software Services Component					
Access to SOTI MobiControl Device Simulation & Testing Services	No	No	No	Yes*	Yes*
SOTI MobiControl XTreme Hub Technology	No	No	Yes	No	Yes
SOTI MobiControl System Health Dashboard	No	No	Yes	No	Yes
SOTI Identity Multi-Factor Authentication (MFA)	No	No	Yes	No	Yes
Support Services Component					
Quarterly Business Review	No	No	No	Yes	Yes
Professional Services Hours	None	None	None	Yes**	Yes**
Online Training Academy	No	Yes	Yes	Yes	Yes
Site Visits	None	None	None	Annual (optional)	Annual (optional)
Additional Product Free Access	No	SOTI ONE (3-month trial)	SOTI ONE (3-month trial)	SOTI ONE (6-month trial)	SOTI ONE (6-month trial)
Assisted Product Upgrades	None	None	None	Yes	Yes
Inclusive Test Environment	No	Yes	Yes	Yes	Yes
Health Check	None	None	None	Yearly	Yearly
Webcast Series	No	Yes	Yes	Yes	Yes
SOTI SYNC Conference Passes	No	15% discount (up to 5)	15% discount (up to 5)	15% discount (up to 5)	15% discount (up to 5)

*Additional Service Fee Applies

**Conditions apply. Please contact your account manager for details

SOTI ONE SIMPLIFIES YOUR BUSINESS MOBILITY

The **SOTI ONE Platform** intuitively integrates all your Enterprise Mobility Management (EMM) needs into one unique, easy-to-use platform. It will help reduce the cost, complexity and downtime related to business-critical mobility. Comprised of six unique and revolutionary components, the SOTI ONE Platform removes functional silos to create a single platform that helps to eliminate downtime, build apps faster and manage all mobile and IoT devices in one place.





CONTACT US FOR MORE INFORMATION

New to SOTI? [Contact us anytime with your questions or comments](#)

Already a SOTI Customer? Please contact your SOTI 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.

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