

# BMC Premier Support

Accelerate time to market and deliver optimally performing solutions with proactive guidance, risk mitigation and solution expertise

## BUSINESS CHALLENGE

Without proactive and personalized support, companies using complex technologies and mission-critical applications to manage their key business drivers are exposed to greater levels of risk. Rapid data growth and increasing user demands are constantly changing the requirements of IT, forcing companies to be even more agile and acutely responsive to changes. Shifting from a reactive to a proactive support model is needed in order to mitigate risk, lower resource costs, increase solution performance and reliability, and deliver faster ROI with better stakeholder satisfaction.

## BMC APPROACH

BMC Premier Support is a proactive, customized customer support service that provides technical expertise to customers requiring acute attention and well-informed responsiveness. BMC Premier Support's prescriptive and preventive engagement model ensures quick and insightful guidance toward resolution, no matter what the issue may be. Benefits of BMC Premier Support include:

- Faster issue resolution
- Higher availability and performance
- Reduced operational risk and cost
- Increased technology adoption
- Accelerated ROI

## OFFERING DETAILS

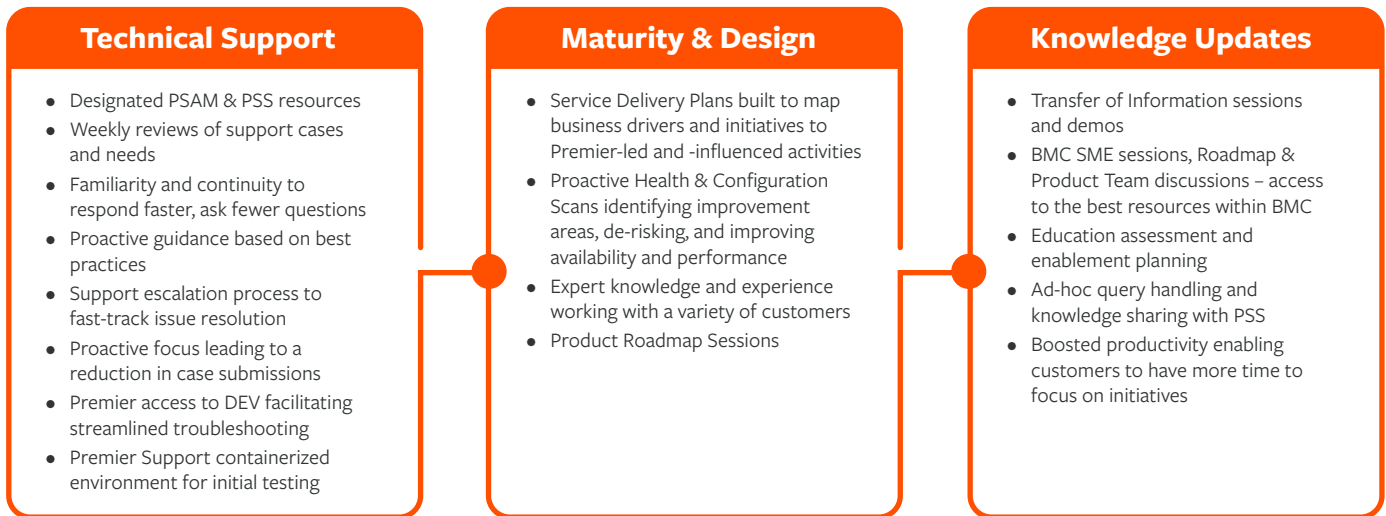
BMC Premier Support builds on the services delivered with BMC's Base-Level Support offerings by adding designated resources who develop a deep understanding of the customer's product implementation. From that understanding, Premier Support Account Managers build a Service Delivery Plan that documents the customer's technology objectives and maps Premier activities to achieve those objectives. Premier activities provide the customer with proactive guidance, best practices and recommendations that ultimately help the customer achieve high performance, availability, and improved adoption with their BMC solution. There are two options for Premier Support services, scaled to address any customer's needs:

**Premier Support Gold** is our most comprehensive offering, designed to meet the needs of customers with complex, mature, or large-scale solutions. Premier Support Gold provides enhanced SLAs, business planning, environment testing, and quarterly assessments — improving our customers' key business outcomes. We extend our customers' teams with a BMC Premier Support Account Manager and Premier Support Specialist to work with existing staff to understand their business and IT objectives through a strategic, proactive approach focused on measurable results. Premier Support Gold is comprised of all four Premier bundles:

- Foundation
- Governance and Communication
- Risk Mitigation
- Enablement

**Premier Support Foundation** is our entry level offering available for select customers, perfect for those with smaller installations that are still growing. The Foundation offering consists of our Foundation bundle and can also be combined with any of the other Premier bundles to build a custom solution to achieve successful business outcomes.

## PREMIER SUPPORT – FRAMEWORK & VALUE



### FOR MORE INFORMATION

For more information about Premier Support, visit [bmc.com/premier-support](https://bmc.com/premier-support)

### About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead.

**BMC—Run and Reinvent**

[www.bmc.com](https://www.bmc.com)



BMC, the BMC logo, and BMC's other product names are the exclusive properties of BMC Software, Inc. or its affiliates, are registered or pending registration with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©Copyright 2023 BMC Software, Inc..



\* 5 2 5 5 4 1 \*