

# Premium Support for IT Operations Management Software as a Service (SaaS)

Personalized services built on an infrastructure you can trust

## SaaS Premium Support at a Glance:

- + Direct access to a senior, named SaaS engineer
- + Prioritized response and follow-up
- + Mentoring and technical guidance to maximize solution value
- + Account management to keep priorities on track
- + Optional: Flexible Credits for additional services



You've made the decision to maximize the value of your software investment by leveraging our proven Software as a Service (SaaS) infrastructure. Now you can take this advantage one step further by adding personalized support and services.

With a SaaS Premium Support engineer, you get direct access to a named senior SaaS expert, who will learn the nuances of your business and support requirements to provide you with personalized, strategic support. Your Premium experience includes faster responses, escalated priority, and assistance with on-premises admin tasks as needed.

Flexible Credits top off your service package by providing you with access to additional consulting time for advanced integrations, advanced customization or project work; as well as access to education courses.

## SaaS Premium Support Engineers

With your SaaS solution, you have already tapped into a well-managed service that reduced your capital expenditure and upfront cost, was provisioned quickly, frees up your internal resources, keeps you up to date with the latest releases and upgrades, and allows you to quickly scale and only pay for what you need, when you need it.

By adding a SaaS Premium Support engineer, you will receive direct access to a named, senior engineer with deep technical expertise, who will do the following:

- Know the specifics of your environment to address issues quickly and efficiently

- Provide support for on-premises admin tasks
- Provide technical mentoring on features and functionality to help you leverage the maximum potential of your software
- Visit your site to understand your business and develop a strong working relationship with your team
- Provide technical guidance and best practices to inform your planning

We will assign your SaaS Premium Support engineer based on the product specialty, level of dedication, breadth of services, and response times and hours of coverage that best match your business needs.

Premium Support Engineer options for SaaS include the following:

- SaaS Technology Engineer (STE), who works with up to 6 customers, provides prioritized response and follow-up, and visits your site up to 2 days a year. Outside of business hours, critical support cases will be submitted via the online SaaS portal.
- Solution Support Engineer (SSE), who expands the dedication level to 25% of the engineer's time, includes the same prioritized response as the STE, but includes up to 4 days onsite and 24x7x365 contact with Premium for severity 1 issues.
- Dedicated Support Engineer (DSE), who is dedicated full-time to support your solutions, includes 24x7x365 Premium contact for Severity 1, and strategically partners with you to ensure maximum value from your investment.

## SaaS Premium Support. Built for You and Your Business.

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### Support Account Manager (SAM)

Your SaaS Premium Support package includes a Support Account Manager (SAM). The SAM will on-board your staff, advocate for issues important to you, and hold regular case reviews. The SAM will navigate internal processes to ensure escalations happen quickly and solutions to requests are provided in a timely manner. SAMs work with up to 20 customers.

### Advanced Customization and Integration through Flexible Credits

Flexible Credits are ideal for those times when you need additional services—such as advanced customization or integration requests, project services, or access to education courses. We will build a package tailored to what you need; so you get exactly what you need, when you need it.

What's more, Flexible Credits give you buying power throughout the year, avoiding extra procurement processes. You can purchase FlexibleCredits upfront with your SaaS contract or as you go. Then simply redeem these Flexible Credits for the services you need when and where you need them most.

### SaaS Premium Support and Flexible Credits—In Summary

Having someone you can trust and who understands your business and technical environment can make all the difference. SaaS Premium Support gives you named, senior support experts who really know your business and support needs. A blend of admin assistance, technical guidance and strategic support to ensure you get the most out of your SaaS investment.

Flexible Credits allow you to schedule advanced integrations, advanced customization or project work when needed.

Layer these services on top of the SaaS infrastructure, where your software is being maintained and monitored by experts, and you have a winning solution.

### Additional Resources

Learn more about [Software as a Service \(SaaS\) solutions](#)

Learn more about [Premium Support](#)

Learn more about [Flexible Credits](#)

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