



# BMC Premier Support Services

BMC Premier Support is the highest level of support available to BMC customers. It is designed for customers who want a premium, proactive service that provides greater interaction and relationship with highly skilled BMC support and services resources. A key component of Premier Support is the assignment of designated points of contact within BMC who will understand your environment and business needs. This knowledge is used to ensure efficient and effective resolution to support issues and to provide contextual recommendations for achieving maximum value realization from your BMC software investment.

## Key Benefits

- » Helps you manage your IT environment from a business perspective
- » Improves the operational performance (cost, quality, speed) of existing business services
- » Identifies and optimizes the components that have the most impact on your business
- » Increases service availability and the delivery of consistent service performance
- » Reduces project and program risks
- » Ensures predictable results that map to both business and technical objectives
- » Lowers your total cost of ownership
- » Provides a single point of contact into BMC

## Business Challenge

Once a customer has invested in a software solution, a major concern becomes realizing the value from their investment. During the initial implementation and roll-out of a solution, customers may lack access to the latest vendor best practices and technical guidance needed to be successful. To minimize project delays, and risks to end-user adoption, product and support issues and questions need to be resolved quickly. After the implementation “go live”, there may be a need for a trusted advisor to ensure the initial and ongoing realization of value and to ensure alignment between the customer’s business objectives, future implementation plans, and vendor product roadmaps and release schedules

## The BMC Solution

BMC Premier Support creates a strategic partnership between BMC and our customers, enabling us to work together as a team to ensure a solid return on your investment. BMC Premier Support is designed to help customers shift their focus from reactive systems operations and support to proactive Business Service Management (BSM), the most effective and business-centric approach for managing IT. BSM helps customer IT organization do more of what supports the business and less of what does not, enabling customers to reduce costs, lower business risk, and benefit from an IT infrastructure built to support business growth and flexibility.

The key objective of the Premier offerings is to provide a higher level of support to customers who have made a significant investment in BMC Software and have higher support expectations or require a higher level of understanding of their environment from BMC. The typical customer views their BMC systems as mission critical and/or has large or complex installations, often with customizations and multiple integrations.

Two different levels of BMC Premier Support Services are available to address varying customer needs:

### BMC Premier Advanced Product Support Service

This offering is for customers that want to minimize the impact that product and support issues can have on the success of their implementation. Customers will receive a one hour response service level agreement (SLA) for all their support issues. They will have a named support manager and support engineer assigned to their specific product implementation. The support manager and support engineer will be familiar with the customer’s environment and will provide consistent ownership in the resolution to all customer support issues. The support engineer will build a mock up of the customer’s environment in the BMC lab for reproducing support issues and testing fixes. Additional features of the offering include:

- » Single point of contact for escalation of support issues
- » Regular support issue reviews
- » Quarterly site visits for planning purposes
- » Training credits
- » Annual environment review and architecture recommendations

## BMC Technical Advisor Service

This offering is for customers who want a higher level of collaboration from BMC as they implement their solution or simply want ongoing proactive technical advice relevant to their environment and business objectives. A Technical Client Lead (TCL) will be assigned to the customer's project or support teams and will be the customer's advocate within BMC. The TCL will take a broader perspective of all the BMC software solutions installed in the customer's environment, with the primary focus on maximizing the value received from the customer's software investment. Additional features of the offering include:

- » Single point of contact for escalation of support issues
- » Regular site visits for engagement in project and ongoing adoption initiatives
- » Quarterly action plans
- » Annual Value Realization Assessment
- » Annual Roadmap Alignment
- » Access to an assigned BMC executive sponsor

## Technical Specifications

BMC Premier Support Services are available for all Enterprise Systems Management solutions. Please contact your BMC Sales Representative for availability in your geographic area and for the products you have purchased.

## A Higher level of support

BMC is proud of the high level of customer satisfaction achieved by our support teams. Every day, across the globe, our BMC Customer Support professionals help organizations get the most out of their BMC solutions. With BMC Premier Support Services, we take customer support to a whole new level. In addition to product and solution expertise, we provide strategic insight into how implementing, upgrading and maintaining your BMC products might affect your organization. Our BMC Premier Support resources deal with these questions every day and their experience helps you discover the best solution to meet your business goals.

Whichever BMC Premier Support Service you choose, you will receive great strategic benefits that will enable the rapid deployment of your BMC products and provide peace of mind. Our goal is to provide the tools and processes that enable you to achieve your BSM goals and quickly get down to business. BMC Premier Support is our highest commitment to our customer and will help you get the most of your BMC solutions.

## For More Information

For more information on BMC Premier Support Services, please visit [www.bmc.com/support](http://www.bmc.com/support).

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I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended March 31, 2009, BMC revenue was approximately \$1.87 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.