

BMC Helix Premier Success

Active support to help enhance your BMC Helix experience

SERVICE DESCRIPTION

BMC Helix Premier Success provides BMC Helix customers with a multi-tiered, customized level of technical support. This personalized level of service comes with a solid focus on providing the right level of guidance to help find issues before they occur, as well as helping customers maximize the value they receive from BMC Helix.

BUSINESS CHALLENGE

As customers migrate to SaaS, providing the right level of support to meet their needs becomes even more important. A single support model may not be adequate for every organizations requirements. Therefore a more flexible support model that provides the appropriate level of touch and guidance is essential for overcoming challenges in the SaaS world.

BMC SOLUTION

BMC Helix Premier Success offers two level of support above the standard support model for BMC Helix Customers. These are BMC Helix Premier Success and BMC Helix Premier Success Enterprise.

KEY FEATURES

- **Premier Support Architect** – Designated technical resource
- **Accelerator Library** – Specific, technical knowledge transfer sessions
- **Health Scan Review**– Regular reviews and recommendations of Helix installation
- **Federated Chat** – Access to Premier resources via Skype
- **Escalation Management** – Incident and problem management for technical issues

KEY BENEFITS

- With a Premier Support Architect, BMC Helix Premier Success provides a personalized level of support
- Regular, proactive review of customer installations allows for finding and fixing issues before they occur
- Accelerator Library provides targeted, personalized, knowledge sessions that help customers get the most out of their Helix offering

	 BMC Helix Premier Success	 BMC Helix Premier Success Enterprise
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Accelerator Library	●	●
Adoption and Enablement Webinars	●	●
Proactive Health Scan Review	●	●
Governance call	●	●
Beta Reviews	●	●
Monthly Operations Reports	●	●
Premier Support Architect		●
Real time Federated Chat		●
Onsite Quarterly Strategic Review		●
Escalation Management		●
Weekly Governance Call		●
Development of Custom Operation reports		●

BMC HELIX PREMIER SUCCESS DETAILS

Accelerator Library: Customized, technical learning modules for BMC Helix are available to help customers tackle crucial issues, and increase knowledge of product functionality.

Adoption and Enablement Webinars: BMC Helix Premier Success Customers will have access to product adoption and enablement webinars as they are available.

Proactive Health Scan Review: Regular reviews of a customer's Helix SaaS environment is needed for continued success. BMC Helix Premier Success customers will have access to regular health scans.

Governance call: To help keep an organizations business needs aligned, regular sync up calls to review upcoming releases and projects will be conducted with BMC Helix Premier Success Customers.

Beta Reviews: BMC Helix Premier Success Customers will receive access to review and test the latest betas as they become available.

Monthly Operations Reports: As part of the BMC Helix Premier Success Service, customers will receive monthly reports from their PBRM outlining metrics around license utilization, support ticket response and customer service delivery.

BMC HELIX PREMIER SUCCESS ENTERPRISE DETAILS

In addition to all the services provided by Helix Premier Success, Helix Premier Success Enterprise Customers will also receive:

Premier Support Architect (PSA): The PSA serves as a customer designated resource within BMC who provides technical oversight and guidance. As the customer advocate, the PSA will engage in participating in project milestones and upgrades, as well as helping drive resolution of open issues and implementation of enhancement

The Premier Business Relationship Manager (PBRM): Provides high touch, strategic account oversight. The PBRM helps drive business solutions and coordinates internal BMC teams and resources to ensure consistent alignment of standard processes. requests.

Real time Federated chat: BMC Helix Premier Success Enterprise customers will be given the option to access their Business Relationship Manager (BRM) and PSA via Federated Chat through Skype.

Proactive Configuration Health Scan Review: As a way to help premier accounts achieve continued success, BMC Helix Premier Success Enterprise Customers will have the option to receive up to four health scans per year.

Onsite Quarterly Strategic Review: BMC Helix Premier Success Enterprise Customers will also have access to an onsite strategic review to align the Helix service with the needs and direction of the customer's business.

Escalation Management: BMC Helix Premier Success Enterprise Customers will have a path for escalations through a BRM or PSA.

Weekly Governance Call: To help ensure continuity of support between BMC and the customer, BMC Helix Premier Success Enterprise customers will be offered a weekly governance call.

Development of custom Operation reports: Getting a solid grasp of operational metrics is key. BMC Helix Premier Success Enterprise customers will be able to request up to three custom reports a month from their BRM for such areas as: support ticket response, customer service and delivery, security and compliance, license utilization on an annual and or monthly basis.



FOR MORE INFORMATION

To learn more about BMC Helix Premier Success offering, please visit bmc.com/helixpremiersuccess

About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

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