

BMC Premier Support

Proactive support tailored for your BMC solutions



BUSINESS CHALLENGE

Companies using complex technologies and mission-critical applications to support their key business drivers are exposed to greater levels of risk without reliable and personalized support. 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 to lower risk and cost, increases solution performance and reliability, and delivers faster ROI and better stakeholder satisfaction.

BMC APPROACH

BMC Premier Support is a proactive support service that provides technical expertise to customers who require increased attention and responsiveness. BMC Premier Support's predictive and preventive engagement model ensures quick and insightful responses, 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 enhances our Continuous Support model, customers get access to a highly skilled team who focuses on both business and IT strategies.

We offer two configurations of Premier Support services:

- **Premier Support Advanced** is our most comprehensive offering for customers with mission-critical requirements. This 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 architect to work with existing staff to understand their business and IT objectives through a strategic, proactive approach focused on measurable results.
- **Premier Support Managed** provides support governance with escalation management, reporting, analysis and orchestration — designed to streamline contact points for customers into BMC and drive operational efficiencies. Premier Support Managed is a starter offering for our customers who need basic preventive support assistance to enhance their existing resources. Customers are assisted by a BMC Premier Support account manager, receive a subset of the Premier Support Advanced services, and maintain a consistent focus on achieving their business outcomes.

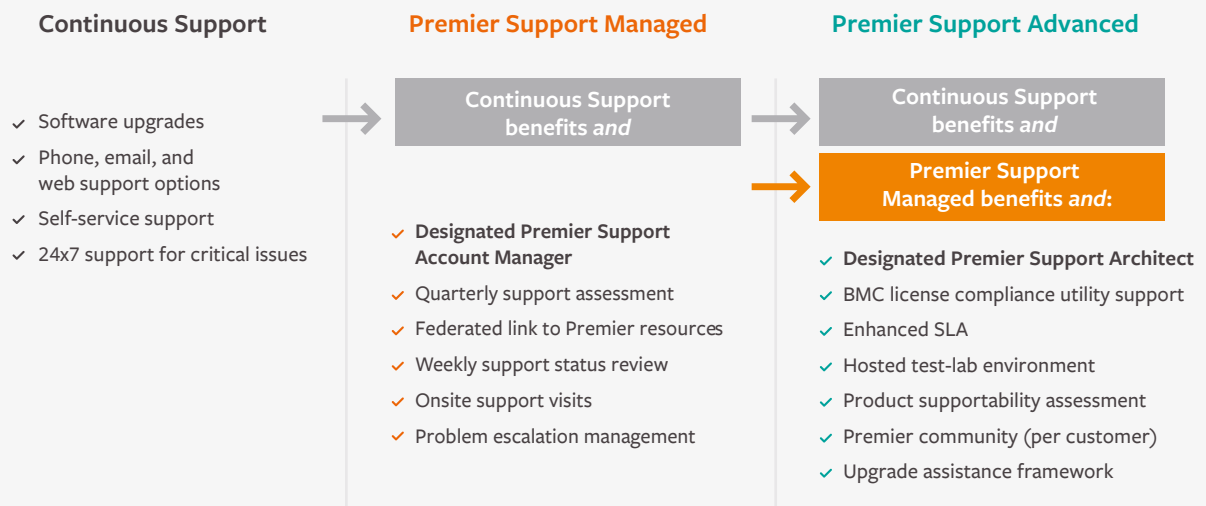
CUSTOMER EXAMPLE

Global IT Consulting Firm

This company manages their mission-critical BladeLogic Server Automation (BSA) environment, hosting nearly 45,000 servers for over 90 customers who have limited downtime available for accommodating updates and patches. Upgrading their environment needed to occur directly on the production environment because no testing environment was available for the upgrade. They called on BMC's Premier Support team to test the upgrade in a mock-up lab and document all the steps necessary to complete the upgrade. The Premier Support team

utilized BMC's AMIGO program to review and certify the upgrade plan, and ensure that it used all the best practices for the implementation. The Premier Support team utilized BMC's Assisted MIGration Offering (AMIGO) program to review and certify the upgrade plan, and ensure that it used all the best practices for the implementation. The upgrade was completed in less than four days, within the approved downtime, reducing the impact to the customers hosted on the platform.

BMC Support Program Overview



FOR MORE INFORMATION

To learn more about BMC Premier Support, visit bmc.com/support/resources/bmc-premier-support-service

About BMC

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises.

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