

BMC Premier Support

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

OFFERING DESCRIPTION

BMC Premier Support is a high-touch, outcome-focused service for customer IT organizations using BMC solutions to support critical business operations and key technology initiatives. Premier provides best practices and solution expertise that help to optimize the performance and availability of BMC solutions, resulting in increased productivity of customer IT teams and accelerated time to market for product capabilities.

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 builds on the services delivered by BMC's Basic Support offerings by adding designated resources who develop a deep understanding of the customer's product implementation and, from that understanding, 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.

OFFERING DETAILS

BMC Premier Support Advanced provides the resources and deliverables listed below for one BMC Product¹ in one production environment and during local business hours in the region in which BMC Premier Support is contracted. Customers may extend product or geographic coverage with additional investment.

Premier Support Account Manager (PSAM): The designated PSAM is an ITIL 4 accredited customer advocate delivering high touch, strategic account oversight, engaging the right resources needed to support customer requirements and objectives. The PSAM is responsible for building a deep understanding of the customer's business and technology objectives with a jointly agreed Service Delivery Plan that helps the customer achieve those objectives. Along with this the PSAM builds the Governance plan which includes weekly case cadence, quarterly executive review and manages complex situations and issue escalations.

Premier Support Architect (PSA): The designated PSA will provide the Premier customer with technical guidance and oversight for their specific implementation and participate in project release milestones and upgrades. The PSA leads and delivers Subject Matter Expert sessions, Product Health Assessments, and Upgrade Assistance.

Enhanced Response Times are available for on-premise Premier customers, as defined [here](#). The BMC definitions for Impact (Severity) levels 1-4 can be found here. The Premier Response Times apply to the region(s) where BMC Premier Support is contracted.

Site Visits may occur up to 4 times per year. At BMC's discretion, both the PSAM and PSA may participate in a single Site Visit. Site Visit agendas will be agreed between the customer and the Premier team prior to the visit.

¹ BMC MarketZone Products are not eligible to be enrolled in Premier Support.

Governance Calls are hosted by the PSAM on a cadence agreed with the customer and cover at a minimum the following topics:

- Overall health of the product and the Premier engagement
- Progress of in-focus initiatives and activities
- Recommendations arising from the Product Health Assessment, SME sessions, Upgrade Cookbooks, etc.
- Root Cause Analysis / Major Incident Reports
- Status of high priority issues
- For SaaS customers, Premier provides oversight for problem management and change requests

The Service Delivery Plan is a living document detailing the customer's priorities and desired outcomes related to the BMC solution, developed jointly between the Premier team and the Premier customer.

The Service Delivery Review is delivered up to 4 times per year. The PSAM will coordinate with the Premier Customer to review progress and achievements against the Service Delivery Plan, adding or revising activities and timelines as appropriate. During the Service Delivery Review, the Premier team will also present a Summary Health Dashboard showing the health of multiple aspects of the product implementation and summary recommendations. The PSAM will deliver Executive Summary health status and operational metrics reports for Premier Customers.

Root Cause Analysis is provided in a formal document for Severity 1 (Critical) issues impacting the production environment and will include a description of the business impact, corrective actions taken and recommended, and lessons learned. SaaS customers will also receive a Major Incident Report.

Product Health Assessments are performed up to twice a year, limited to a single BMC product in one production environment². Analysis is undertaken on the overall application supportability, configuration, performance and functionality. Insights to product use and recommendations are formally documented and presented to the customer, and then tracked to implementation as part of governance calls.

² For SaaS customers, Product Health Assessment is only available for the ITSM core product.

Test Environments are provided for on-premise Premier customers in a BMC data center for reproducing and testing customer application support related issues, patches provided by customer engineering, and recommendations provided by the BMC Premier Support team. The test environment will be built and managed by the assigned PSA to align to the customer's designated production environment and product instance. The lab will not be an exact replica of the customer production environment. BMC shall within the limits of scale and complexity attempt to replicate some of the configurations of the customer environment. The BMC test environment is not a replacement for the customer's pre-production environments. For SaaS Customers the PSA will have read access to the customer Test Environment for use in providing best practices advice around application configuration.

Upgrade Assistance begins with the Premier team providing information on the new features and benefits of the new version and advising on the impact to customer use cases. Best practices advice for customer owned elements of upgrade testing, customization reconciliation and repair will be provided. On-premise customers also receive an upgrade runbook which details the upgrade process for a single product instance in a designated production environment. The runbook will be customized to address the Premier customer's unique environment.

How Do I (HDI) sessions are brief, informal sessions where customers may bring any technical questions related to the product covered by Premier. Led by the PSA, HDI sessions will be scheduled on a cadence agreed between the customer and the PSA. Topics requiring more in-depth discussion will be transferred to a SME session.

Subject Matter Expert (SME) sessions are structured, interactive sessions and knowledge transfer engagements allowing customers to have deep technical focus on topics which are critical to furthering progress with product functionality, usability, performance and risk mitigation. Premier customers receive up to 4 SME sessions per year.



FOR MORE INFORMATION

For more information about Premier Support, visit bmc.com/premier-support

About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

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