



BMC Premier Support

Focused support for the enterprise customer

AVAILABLE SUPPORT LEVELS

Four levels of BMC Premier Support are available to respond to your organization's specific needs:

- > BMC Premier Express
- > BMC Premier Managed
- > BMC Premier Advanced
- > BMC Premier Complete

BMC Premier Support is the highest level of support available to BMC customers. It is designed for those who want a premium, proactive service that provides greater interaction with a support account manager, access to skilled engineers concentrated on your business needs, and the opportunity to provide input into future product enhancements.

BMC customers have several goals when implementing BMC products — not the least of which is ensuring a solid return on investment. BMC Premier Support creates a strategic partnership between BMC and our customers, enabling us to work together to achieve these goals. BMC Premier Support is designed to help you shift your focus from reactive support maintenance to proactive Business Service Management (BSM), the most effective approach for managing IT from the perspective of the business. BSM helps your IT organization do more of what supports the business and less of what doesn't, enabling you to reduce costs, lower the risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility.

To support BSM, BMC Premier Support offers a greater flow of information relevant to your installations and a high degree of account management. BMC Support account managers and engineers will become familiar with your production and test environments. This will ensure that you receive the most important information and safest strategies for delivering BMC solutions and services. BMC Premier Support also provides a 24x7 schedule for critical issues affecting key business services, ensuring maximum uptime for all supported BMC solutions.

BENEFITS

BMC Premier Support provides proactive management of the delivery of key business services, enabling better decision-making and true business agility. By purchasing a BMC Premier Support contract, you will more easily:

- > Manage your IT environment from a business perspective
- > Improve the operational performance (cost, quality, speed) of existing business services
- > Identify and optimize the components that have the most impact on your business
- > Increase service availability and the delivery of consistent service performance

FEATURES

BMC Premier Support offers the following resources to assist you in integrating IT to business priorities:

- > Support account management
- > Assigned or designated engineer
- > Phone, e-mail, and 24x7 Web access
- > Web support tools
- > Facilitated strategic planning
- > Site visits to provide account status, support, and strategic planning
- > Conference calls to discuss open issues, action plans, and detailed updates of open issues
- > Mock-up lab environment provided for testing customer issues related to application support (for customers using BMC Remedy solutions only)
- > Representation for your future product enhancement requests

AVAILABLE SUPPORT LEVELS

As a BMC Premier Support customer, you will benefit from our highest response charter, the premier service level agreement. For all levels of BMC Premier Support, we strive to respond to all critical (Severity 1*) issues within one clock hour, 24 hours a day, seven days a week. The Advance and Complete levels of BMC Premier Support extend that responsiveness to all other issues — with a target response rate of one business hour, based on an extended schedule. All response times are based on the office hours of the geographic region. Multiple-region offerings are also available.

Four different levels of BMC Premier Support are available to respond to your organization's specific needs:

- > **BMC Premier Express:** For customers of BMC Service Desk Express Suite who require a shared BMC technical support engineer familiar with their environment. As part of the services available to our BMC Premier Express customers, the assigned engineer will visit your site on an annual basis to provide account status, technical support, and strategic assistance.** Additionally, biweekly conference calls will enable your assigned engineer to become a "virtual" part of your staff.
- > **BMC Premier Managed:** For customers who would like the advantage of the BMC Premier Support account manager to act as a liaison to convey, coordinate, and support strategic needs. BMC Premier Managed Support also offers the following advantages: semiannual site visits, weekly conference calls, and a \$3,000 credit at all BMC training facilities.
- > **BMC Premier Advanced:** For customers who want the most responsive premier service level agreement (one hour), as well as access to a BMC Support account manager and the added benefit of an assigned BMC technical support engineer. Your engineer will be familiar with your environment and will also provide consistency by taking ownership of all your technical issues. Your assigned engineer will perform annual health checks — analyses of system performance, functionality, and optimization recommendations. You will also benefit from quarterly site visits for performance assessment and strategic planning, and you will receive a \$6,000 credit for BMC training purposes. In addition, customers using BMC Remedy solutions will benefit from a mock-up lab environment for testing issues related to application support.**
- > **BMC Premier Complete:** Our highest level of service offering for customers who demand high-end, individualized, and highly integrated support. BMC Premier Complete Support boasts the most responsive premier service level agreement (one hour), a BMC Support account manager and a designated BMC technical support engineer solely focused on your technical issues. This level of Premier Support emphasizes building a customer-BMC partnership that proactively assesses application health and long-term stability through weekly (or as needed) conference calls and up to seven site visits per year. The focus of BMC Premier Complete Support ensures application availability and strategic planning to help you retain the value of your investment. This offering also includes a \$12,000 credit at all BMC training facilities and a mock-up lab environment (for customers using BMC Remedy solutions only).**

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

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, 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 account managers and engineers deal with these questions every day, and their experience helps you discover the best solution to meet your business goals.

Whichever level of BMC Premier Support 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 to get the most of your BMC solutions

* Please see www.bmc.com/support.html for a definition of severity levels.

** Some restrictions apply.

For more information about BMC Services, visit www.bmc.com/services.

