

Premier Support Policy

Premier Support is available for selected BMC Helix on premises Products and Subscription Services. This policy was last updated on January 1, 2025.

Support Service Levels

Each of BMC's support offerings includes the following, if and when available:

- In accordance with the policies set forth below, BMC provides bug fixes, patches or workarounds in order to cause the BMC Offerings to operate in substantial conformity with its then-current documentation/user guide, and
- BMC provides new releases or versions, to the extent they are furnished to all other enrolled Support customers without additional charge.

BMC provides Support via Web, Email and Phone.

Initial Response goals are relative to the impact of the reported problem on the customer environment. The Premier Response Times apply to the region(s) where BMC Premier Support is contracted.

Note: All of BMC's Support Offerings are subject to change without notice, and that not all support offerings are available for all BMC products.

Offering	Hours of Operation	Initial Response Goals
BMC Premier Support	24 hours x 7 days (for S1) (Includes published holidays) Local Business Hours (for S2 - S4) (Excludes published holidays)	S1A = 30 minutes S1 = 1 Clock Hour S2 = 1 Business Hours S3 = 1 Business Hours S4 = 1 Business Hours

Customer Impact Definitions

Impact Level	Customer Impact Criteria
1A	SaaS Only - Production instance Unavailable. Customers should check Status page for latest updates on active outages prior to opening a ticket.
1	Critical impact to production and non-production environment, primary business service, large number of users experience critical loss of function or data integrity at risk.

Impact Level	Customer Impact Criteria
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Customer resources should be available to work on a 24x7 basis with BMC to resolve the issue.

2 **Significant Impact** to business service or system performance affecting production systems or normal operations for multiple groups of users.

3 **Limited Impact**
to the business service, localized to specific service, application or group of users.
Workaround may be available to circumvent.

4 **No service impact,**
Non-critical issues, or general questions.

BMC Premier Support Offerings

Premier Support is BMC's enriched support offering¹. Premier customers benefit from personalized attention, proactive guidance and solution expertise that help enable customer organizations' successful long-term strategy and desired outcomes with the BMC solution(s) covered by Premier.

BMC Premier Support is offered for both on-premise and SaaS implementations and is available in two levels. The resources and deliverables available within each offering level are grouped in bundles as follows:

Premier Level	Service Bundles
<i>Foundation</i>	<i>Premier Foundation</i>
	Expedited SLAs
	Premier Support Account Manager
	Premier Case Queue
	Support Reports & Metrics
<i>Gold</i>	<i>Governance & Communication</i>
	Designated Premier Support Manager - Expanded Attention

Premier Level	Service Bundles
	Governance Calls Service Delivery Plan Periodic Service Reviews Site Visits Custom Reporting <u>Risk Mitigation</u> Designated Premier Support Specialist Incident Analysis Review Product Insights Assessment Federated Chat Upgrade Assistance <u>Enablement</u> How Do I Sessions Subject Matter Expert Sessions <u>Product Add-On</u> Includes all bundles For existing Gold customers only

Scope

BMC Premier Support is available for BMC designated products and subscriptions in Standard and Emerging Markets. In general, the deliverables and resources described below are for use in connection with a single BMC product instance in one production environment. Customers seeking to cover additional instances or products or to extend the geographical coverage shall be required to purchase additional bundles.

Product Migration

During a product migration, the Premier team may provide guidance and case oversight to support the product in the new environment as it is provisioned and configured. Once the new environment is live and becomes the active production environment, Premier resources and deliverables will be provided only for the new environment.

BMC Premier Support - Foundation

BMC Premier Support Foundation customers receive the following resources and deliverables during local business hours in the region for which BMC Premier Support was contracted. BMC Premier Foundation as a stand-alone service is not available for all customers.

Premier Case Queue

For designated products that meet BMC's customer threshold requirements, Premier customer cases are handled by a team of technical support analysts who focus on Premier cases. As a result, they build familiarity with Premier customer environments and are able to resolve Premier cases expeditiously. The Premier team ensures pending actions are acted on in a timely manner, whether owned by BMC or customers. Open cases for Premier customers are inspected regularly with an eye toward timely resolution.

Premier Support Account Manager

BMC Premier Support provides a portion of an assigned Premier Support Account Manager's resources to deliver weekly case status reports and manage critical cases end-to-end to ensure timely resolution. When a Premier Foundation customer opens a case with Severity 1 (Critical), the Premier Support Account Manager will be notified and engage with both the customer and BMC Customer Support.

Reporting

In addition to weekly case status reports, the Premier Support Account Manager will also provide a support trending and analysis report on a monthly basis.

BMC Premier Support – Gold

In addition to features and deliverables available with BMC Premier Support Foundation, BMC Premier Support Gold customers also receive the following deliverables in connection with a single BMC product.

Governance & Communication

Premier Support Account Manager – Expanded Attention

The Premier Support Account Manager (PSAM) delivers high touch, strategic account oversight, engaging the right resources needed to support the customer's requirements and objectives. With Premier Support Gold, customers receive expanded attention from their assigned PSAM, expanding beyond the Foundation-level resources included in Premier Support Foundation. The PSAM is responsible for building a deep understanding of the customer's business and technology objectives and driving a Service Delivery Plan that helps the customer achieve those objectives. The PSAM owns the communication with the customer across multiple channels. For Gold customers only, this includes real-time federated chat and the private customer community site.

Expanded Premier Support Account Manager resources can be purchased with the inclusion of additional Governance & Communication bundles.

Governance Calls

Hosted by the PSAM on a cadence agreed with the customer, governance meetings include 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 Insights Assessment, SME sessions, Upgrade runbooks, etc²

Incident Analysis Reviews

Status of high priority issues

For SaaS customers, Premier provides oversight for problem management and change requests

Service Delivery Plan

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

Service Delivery Review

The Premier Support Account Manager 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 Service Delivery Review will be delivered up to 4 times per year.

Site Visits

Where available and possible, Premier resources may meet onsite with the customer up to 4 times per year for Gold customers. At BMC's discretion, both the PSAM and PSS may participate in a single Site Visit. Site Visit Agendas will be agreed between the customer and the Premier team prior to the visit.

Custom Reporting

The BMC Premier Support Account Manager will deliver Executive Summary health status and operational metrics reports for Premier Customers as agreed.

Risk Mitigation

Premier Support Specialist

A designated Premier Support Specialist (PSS) will provide the Premier customer with technical guidance and oversight for their specific implementation and participate in project release milestones and upgrades. The Premier Support Specialist (PSS) leads Subject Matter Expert sessions and performs the Product Insights Assessment.

No more than once a year, the Premier customer may request a different PSS if customer believes different subject matter expertise is required. Requests to change the PSS must be submitted in writing to the PSM with 30 days advance notice.

Expanded Premier Support Specialists resources may be purchased with the inclusion of additional Risk Mitigation packages.

Incident Analysis Review

Premier will deliver a formal Incident Analysis Review for Severity 1 (Critical) issues impacting the production environment when requested.

The Incident Analysis Review will include a description of the business impact, corrective actions taken and recommended, and lessons learned.

Product Insights Assessment

A Premier Support Specialist will perform a Product Insights Assessment up to twice a year, limited to a single BMC product in one production environment*. Analysis is undertaken on the overall application usage trends, 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.

* For SaaS customers, Product Insights Assessment is only available for the ITSM core product

Federated Chat

BMC will provide perpetual federated chat access between customers and their PSAM and PSS resources for the duration of their Premier Support service contract where feasible. The federated chat will enable live chat capabilities between customer and BMC teams during business hours.

Upgrade Assistance

The Premier team will work with the customer to help them understand new features and benefits of new version and to understand what the impact will be to customer use cases. Best practices advice for customer owned elements of upgrade testing, customization reconciliation and repair will be provided. The PSAM will establish a cadence of upgrade checkpoints to discuss status of upgrade activities and actions to resolve any blocking issues. For SaaS customers, the PSAM will coordinate with BMC Operations and customer to schedule the upgrade in production.

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.

Enablement

How Do I (HDI) Sessions

In HDI sessions the PSS leads technical Q&A with the customer. Informal and brief in nature, customers are free to bring any topics related to the product covered by Premier. HDI sessions will be scheduled on a cadence agreed between the customer and the PSS. Topics requiring more in-depth discussion will be transferred to a SME session.

Subject Matter Expert (SME) Sessions

These customer-driven 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 Support Gold customers receive up to 4 SME sessions per year

Product – Add-On

For existing BMC Premier Gold customers who need coverage for a new product or additional capacity for an existing product within the same time zone. Included with the add-on service are Foundation, Governance, Risk Mitigation and Enablement bundles. Site visits are limited to 2 per year where available and possible.

¹ The following Premier offerings have been discontinued: Helix Premier Success Enterprise and Helix Premier Success Advocate.

² [BMC MarketZone Products](#) are not eligible to be enrolled in Premier Support.

³ Available with purchase of Risk Mitigation and Enablement bundles

⁴ For SaaS customers, Product Insights Assessment is only available for the ITSM core product

Discontinued Premier Offerings

These Premier Support Offerings are no longer available for purchase to new customers.

- [BMC Helix Premier Offering Description](#)
- [Premier Support Definition for On Premise Products](#)

BMC HelixGPT – Employee Navigator Configuration Assistance

Subject to Customer:

- being under active support; and
- being licensed for and having implemented (i) BMC Helix Digital Workplace Advanced, BMC Helix ITSM, and Helix Employee Navigator in BMC SaaS version 25.2 or above; and (ii) BMC Helix IT Service Management version 25.2 or above with progressive views; and
- having Knowledge Articles in BMC Helix ITSM: Knowledge Management or BMC Helix Knowledge Management by ComAround or BMC Helix Business Workflow; and
- having acquired separately valid licenses for one (1) of the third-party LLM generative AI providers supported by BMC HelixGPT (please refer to User Guide for supported models); and
- giving BMC Helix permission to access customer's environment; and
- accepting responsibility for the content of any data file, control access to the files, and maintaining their back-up and recovery; and
- ensuring active participation in the user acceptance testing and go-live processes;

upon Customer's express request and subject to BMC's availability (BMC aims to mobilize resources within 4 weeks from request), BMC will, for a maximum of twenty (21) days over a period of three (3) consecutive calendar months:

- Review:
 - Customer's existing Helix SaaS deployment; and
 - Customer's existing Out of the Box ("OOTB") connections for Helix Knowledge Management or Helix ITSM Knowledge Management or BMC Helix Business Workflow;
- In the Development Environment:
 - Enable BMC HelixGPT for BMC Helix ITSM;
 - Configure:
 - Chosen Generative AI provider for Employee Navigator;
 - BMC Helix Employee Navigator to use BMC HelixGPT as the natural language engine;
 - HelixGPT in Digital WorkPlace;
 - Configure and schedule the rules for ingesting data into the BMC HelixGPT database;
 - Publish up to three (3) existing DWP catalog services to BMC HelixGPT;
 - Define the search settings for one (1) knowledge source to provide relevant knowledge articles to end users;
 - One (1) filter for each connection in scope for one skill;
 - One (1) search filter for Helix Knowledge Management (HKM) connection composed with up to ten (10) tags;
 - Perform up to half a business day on a knowledge transfer of the configurations deployed;
 - Migrate configurations from Development environment to the QA environment and/or Production environment;
 - Demonstrate functionality configured in QA and/or Production environment.

This configuration assistance is a one-time assistance, which may change at BMC Helix's discretion without notice.

Any additional or customized services requested by the Customer may be provided by BMC's Professional Services team subject to execution of the applicable contract and/or terms and conditions, fees and charges in effect at the time of such services.