



DIGITAL INDUSTRIES SOFTWARE

# Premium Support Services

Delivering dedicated resources that enhance your support plan

## Benefits

- Deliver dedicated resources that enhance your support plan
- Provide a single point of management and oversight for all support issues
- Reach resolutions faster by using in-depth knowledge of your environment and goals
- Increase productivity by reducing invested effort and time on troubleshooting
- Enable your teams to achieve project goals with minimal disruption

## Summary

Siemens Digital Industries Software Premium Support Services provide expanded services that enhance our customer support plans. They provide flexibility for customers who need dedicated resources to manage their support requests. They are also ideal for customers who want a more personalized support service, or who need dedicated technical resources familiar with their environment.

Premium Support, which is part of the Xcelerator™ portfolio, a comprehensive and integrated portfolio of software and services from Siemens Digital Industries Software, has two options that can be deployed across all Siemens software solutions; they can be used separately or alongside each other:

- Support account manager (SAM)
- Dedicated support engineer (DSE)

A SAM is an experienced support manager who acts as a single point of contact and advocates for, and orchestrates support activities across a customer organization.

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## Premium Support Services

### The SAM role

- Proactively reviews/analyzes support needs across product portfolio
- Manages escalations and prioritizes issues
- Provides regular status updates to key stakeholders
- Addresses bottlenecks in issue resolution
- Analyzes the dependencies of issues to ensure correct severity classification
- Acts as a liaison between customer and product engineering

### SAM deliverables

#### Weekly support review and reports

- Priority alignment
- Escalation review
- Maintenance alignment
- Address customer roadblocks

#### Quarterly stakeholder review

- Quality of support review (QoS)
- Performance metric and key performance indicators (KPIs)
- Customer request overview, customer feedback

#### Enhanced problem report escalation process (customer care)

- Prioritizes fix development of issues with business urgency

### Dedicated support engineer

The DSE is a specialist support engineer dedicated to the technical resolution of incidents using in-depth knowledge of the customer environment. DSEs are experts in the installed software products and are familiar with their system configuration, use and project situations.

### The DSE role

- Proactively supports the customer to maximize product use
- Dedicated to provide product expertise and accelerated incident report (IR) resolution



- Advocates for problem report (PR) resolution and desired functionality
- Validates the resolution of IRs
- Advises on product compatibility, upgrades and patches
- Advises on recommended services and training that will improve productivity

### DSE deliverables

#### Speed up IR resolution

- Faster understanding of root cause
- Faster understanding of impacted functions

#### Product recommendations

- Proactively notify customer on existing or future releases that are impactful to their configuration
- High-level product topology documentation
- Identify product compatibility dependencies

#### On-demand product assistance

- Product/configuration questions answered
- Fix validations assistance

#### Enhanced PR escalation process (customer care)

- Prioritize fix development of issues with business urgency

**Siemens Digital Industries Software**  
[siemens.com/software](https://www.siemens.com/software)

Americas  
1 800 498 5351

Europe  
00 800 70002222

Asia-Pacific  
001 800 03061910

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