

SOTI PREMIUM SERVICE

MAXIMIZE YOUR MOBILITY INVESTMENT FOR BUSINESSES WITH 1 TO 500 DEVICE DEPLOYMENTS

Deciding the right mobile devices, apps and security management for your business is one half of the business mobility equation.

The other half is selecting a support solution that understands your mobility requirements, prioritizes your needs, delivers best-in-class service, and reduces the cost and complexity associated with provisioning and protecting your mobile strategy. SOTI Premium Service is your business mobility support partner.

THREE SERVICE ELEMENTS

SOTI Premium Service is divided into three elements which deliver world-class service, technical assistance and best practice support.



SERVICE FEATURES

Access to experts and resources to maximize the uptime of your mobile deployments.



SOFTWARE SERVICES COMPONENT

Technology and tools designed to help your business save time and money.



SUPPORT SERVICES COMPONENT

Customized guidance which strengthens the impact of your mobile deployments.




24/7/365 MULTILINGUAL SUPPORT AND BEST-IN-CLASS RESPONSE TIMES

In the early morning, middle of the night or on the weekend, SOTI Premium Service provides the technical assistance your business needs in seven languages¹, with reliable and predictive response times based on the severity of your issue:





- Critical (Severity 1): 30 minutes or less, 24/7 availability
- Major (Severity 2) or Minor: 60 minutes or less, 24/7 availability
- Minor (Severity 3): One business day
- Cosmetic (Severity 4): Two business days

SELECTED SOTI PREMIUM SERVICE FEATURES

For a full list, view the comparison table at the end of this document.

	CUSTOMER PORTAL Anytime access to detailed information about your SOTI products and entitlements. Submit new support cases or view and edit cases in progress.
	ADVANCED SUPPORT TEAM Bypass the Level 1 support queue and get assistance from Level 2 and Level 3 Technical Support Engineers. ²
	UNLIMITED TECHNICAL CONTACTS Authorize as many people as required to contact SOTI support for help, to ask questions, make changes and discuss all aspects of your SOTI solutions.





SELECTED SOFTWARE SERVICES COMPONENT FEATURES

	SOTI MOBICONTROL XTREME HUB TECHNOLOGY SOTI XTreme Hub is designed for low bandwidth connections and optimizes the time and load required to distribute large amounts of apps and data by up to 10X. ³
	SOTI MOBICONTROL SYSTEM HEALTH DASHBOARD Real-time and 48-hour look back into analytics such as: queue lengths, processing times, CPU, DB performance and server operational health. ⁴
	SOTI MOBICONTROL INDOOR LOCATION Visualize, manage and even track security threats for managed and unmanaged IoT devices and sensors within the four walls of your organization. ⁵
	SOTI MOBICONTROL APP ANALYTICS Visualize app distribution by device or OS, identify fragmentation in app versions, view real-time app status and simplify troubleshooting of app issues. ⁶



SELECTED SUPPORT SERVICES COMPONENT FEATURES

For a full list, view the comparison table at the end of this document.

	<p>INCLUSIVE TEST ENVIRONMENT</p> <p>Free SOTI MobiControl Cloud test environment for troubleshooting issues, and for testing features and configuration changes.</p>
	<p>ACCESS TO SOTI'S WEBCAST SERIES</p> <p>Invites to comprehensive webcasts where you get a first look at what's new with SOTI and can interact with our mobility management experts.</p>
	<p>THREE-MONTH TRIAL ACCESS TO THE SOTI ONE PLATFORM</p> <p>Enjoy three months of free use to all of the products within the SOTI ONE Platform.</p>
	<p>DISCOUNTED SOTI SYNC CONFERENCE PASSES</p> <p>Receive a 15% discount for up to five passes to SOTI SYNC, SOTI's annual user and partner conference.</p>

Note: Above listed features, along with additional features, also available in SOTI Enterprise Service (501 and above devices).



DETAILED COMPARISON TABLE

All service features, software services component features and support services component features available in SOTI Enterprise Service, SOTI Premium Service and Standard Support.

SOTI PREMIUM & ENTERPRISE SERVICE

Feature	Standard Support	Premium Service	Enterprise Service
Number of Devices	N/A	1 to 500	501 and above
Minimum Order Quantity (MoQ)	1 license	1 license	1 license
Technical Account Manager	No	No	Yes
Advanced Support Team	No	L2/L3 M-F 9-5 (local time) L1 after hours	L2 and L3 24/7/365
Hours of Operation	9 AM - 5 PM local	24/7/365	24/7/365
Customer Portal	No	Yes	Yes
Maximum Number of Technical Contacts	5	Unlimited	Unlimited
Root Cause Analysis	No	No	Upon Request
Software Services Component			
SOTI MobiControl XTreme Hub Technology	No	Yes	Yes
SOTI MobiControl System Health Dashboard	No	Yes (Jan 2021)	Yes (Jan 2021)
Access to Device Simulation & Testing Services	No	No	Yes (Feb 2021)
SOTI MobiControl App Analytics	No	Yes (May 2021)	Yes (May 2021)
SOTI MobiControl Indoor Location	No	Yes (May 2021)	Yes (May 2021)
Support Services Component			
Business Reviews	No	No	Quarterly
Professional Services Hours	None	None	Yes
Online Training Academy	No	Yes	Yes
Site Visits	None	None	Annual (optional)
Additional Product Free Access	No	SOTI ONE (3-month trial)	SOTI ONE (6-month trial)
Assisted Product Upgrades	None	None	Unlimited
Free Server Licenses	No	Yes	Yes
Inclusive Test Environment	No	Yes	Yes
Health Check	None	None	Yearly
Webcast Series	No	Yes	Yes
SOTI SYNC Conference Passes	No	15% discount (up to 5)	15% discount (up to 5)
GDPR Consulting Service	No	No	Yes

¹Guaranteed languages: English, German, French, Spanish, Simplified Japanese.

Based on availability of resources: Simplified Chinese, Italian

²L2/L3 Monday to Friday, 9 a.m. to 5 p.m. (local time). L1 after hours

³SOTI MobiControl XTreme Hub Technology is built into SOTI MobiControl and is not a separate product

⁴ Available January 2021

⁵ Available May 2021

⁶ Available May 2021

CONTACT US FOR MORE INFORMATION

New to SOTI? [Contact us anytime with your questions or comments](#)

Already a SOTI Customer? Please contact your SOTI account representative

SOTI is a proven innovator and industry leader for simplifying business mobility and IoT solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

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