



# Designated Support and Priority Status with Premium Plus

## PACKAGE OPTIONS

F5 Premium Plus is available in two add-on options:

[Premium Plus 10x5](#)

[Premium Plus 24x7](#)

Network performance is critical. Your clients and your business depend on it being fast, secure, and available. With the Premium Plus add-on package, you and your team have access to the highest levels of technical support along with proactive services to ensure your F5® solutions maintain high availability.

Premium Plus puts you in front of important technological changes, with streamlined support provided by F5 experts. This team of F5-certified engineers will work with you to help create an IT environment that maps to your future technology and security goals.

### Key Benefits:

#### Designated support team—focused on your needs and timelines

As a Premium Plus customer, you receive priority status, with fast, easy access to a team of F5-certified professionals. These experts gain a deep knowledge of your environment, issues, and goals to provide the best support possible.

#### Proactive approach

Premium Plus helps your organization continuously improve its F5 environment. Our team of experts ensures proactive service delivery and risk mitigation—all designed to help increase the agility, efficacy, and success of your business.

## Designated Support Team

With the Premium Plus package, you get support from a team of F5-certified professionals who are knowledgeable in your environment and are focused on your needs and issues. Your designated Premium Plus support team is staffed by a senior-level, F5-certified Enterprise Account Engineer (EAE) and a Service Delivery Manager (SDM).

Designated support services offered with Premium Plus
Response to severity level 1 within 30 minutes (phone only)
24x7 support
Designated Premium Plus support team
Premium Plus phone line and priority queuing
Priority within F5
Priority in the phone queue over other calls
Priority to engineering services and product development
Notifications to Premium Plus team on case creation
EAE global prioritization after local business hours
<b>Primary Enterprise Account Engineer</b>
Knowledge of your network/configs/hardware/modules/history
Monitors critical customer cases daily
Direct contact with top technical Network Support Engineers
<b>Service Delivery Manager—advocate within F5</b>
Single point of contact for an escalated situation
Joint Escalation Manual
Post-mortem analysis of problems
Requests for enhancements—tracking

## Enterprise Account Engineer

A Premium Plus Enterprise Account Engineer is designated as the lead for the technical interactions of your account and is the first choice to handle new cases. The EAE is most familiar with your infrastructure, is available to discuss technical issues related to your account, and is the primary support contact for problem resolutions. While addressing your immediate needs, the EAE also considers your long-term objectives and implements F5

and industry-standard best practices to ease ongoing operations and support. In addition, Network Support Engineers can answer questions about configuration changes and their impact on your network.

### Service Delivery Manager

A key component of Premium Plus is the creation of a service delivery plan, which details future initiatives along with key priorities. The SDM is responsible for your overall support experience and works to become an expert on your business and network. Your SDM tracks and documents all open support issues, cases, and actions, and then reports on progress so that every issue is addressed. To ensure immediate attention, the SDM manages all issue escalations and is your single point of contact for any high-priority incidents. Your SDM is also available to answer any questions you have about F5 solutions.

### Proactive Services

When you purchase the Premium Plus service, your Service Delivery Manager will work with you to create a service delivery plan. The plan outlines your F5 solution initiatives, detailing your F5 technology, what you want to accomplish with it, and your priorities. It also documents conditions for your satisfaction, which can include any aspect of the support service, such as key activities you want the SDM to focus on or how you want the SDM to interact with you. The purpose of the plan is to ensure that you are satisfied with your F5 support.

Proactive services offered with Premium Plus
iRules—syntax and basic review
Relationship and solution-focused (not transaction-focused)
System health checks
Software end-of-life risk assessments
Hardware end-of-life risk assessments
Quarterly account review
Software upgrade assessments—bug scrub once a year
SDM serves as a liaison between F5 Global Services and the Product Management/Product Development teams
Proactive operational readiness
Customer operational needs assessments

The initiatives and conditions for satisfaction are reviewed for priority or project changes informally during weekly status calls and formally during quarterly reviews.

### **Weekly status calls**

Premium Plus includes weekly status calls with your Service Delivery Manager and your primary Premium Plus Enterprise Account Engineer to address any open cases. Technical discussion of open issues often allows for a quicker resolution. You'll also have an opportunity for open discussion with the EAE about any topics concerning your F5 environment.

### **Quarterly reviews**

Each quarter, you'll receive an operations review by your SDM, which includes in-depth analysis of your F5 case history, an evaluation of patterns and trends, and a discussion of your future plans. The SDM will also discuss the latest F5 product information to keep you aware of upcoming opportunities for your business.

### **Voice to product development**

With Premium Plus, your voice is heard at F5. Your SDM will notify F5 product development teams of your product enhancement requests and track the progress of those requests.

### **Additional services**

System health checks, software upgrade assessments, and hardware and software end-of-life assessments are also available to help you make informed decisions regarding your environment.

## **Support Offerings**

F5 has one of the largest global support footprints in the industry with total of 11 locations worldwide. The support centers are strategically located in APAC, Japan, EMEA, and North America. Regionally located support centers help F5 provide support in a number of languages. This, along with other features, is why Premium Plus customer satisfaction levels are among the highest in the industry.

To learn more about the Premium Plus add-on package, visit [f5.com/support/support-offerings](https://f5.com/support/support-offerings) or contact [services@f5.com](mailto:services@f5.com).

